

**Administrator International Training Programmes**

Position: **0.5 Proportional FTE 18.75 hours per week; Fixed term until January 2010**  
Contract/Grade: **Salary Range**

**INTRODUCTION**

Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury’s three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. Emphasis is on “applied” learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 25,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānanga o Ōtautahi provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

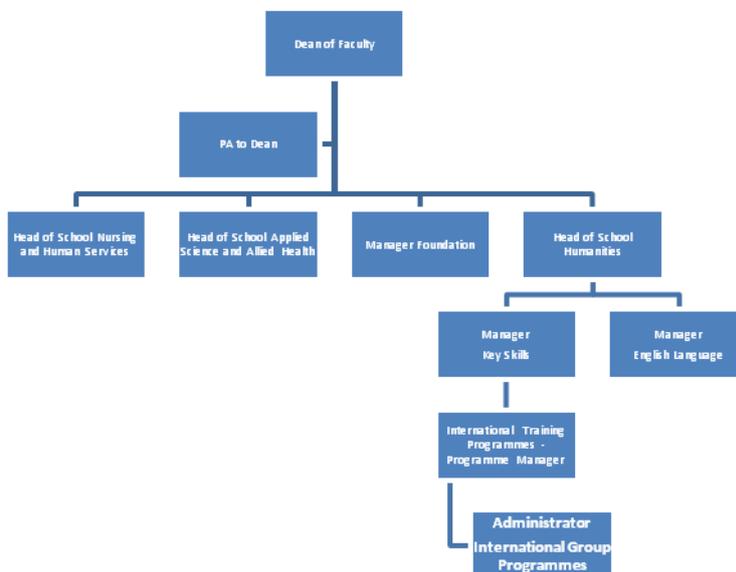
Over 1500 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

**FACULTY AND SCHOOL INTRODUCTION**

The School of Humanities was established in May 2008 and encompasses the areas of English Language teaching & training, International Languages, Adult Education, Communications, Maths & Statistics and Foundation Education, including specific programmes for Adult Literacy & Numeracy, Work Skills for intellectually disabled learners and second chance learning for women. In total around 750 full time equivalent students, the school is the largest in CPIT. The school has a long history of providing successful programmes for visiting groups of international students from a range of countries including Japan, Korea, China, Thailand, Spain, Brazil, Saudi Arabia and Indonesia. The students in these programmes come from universities, colleges and other institutions which have partner relationships with CPIT. The programmes include English Language, English for Specific Purposes, English Language Teacher Training and Vocational Teacher Training. Some programmes also include tuition in other faculties at CPIT, eg in computing, nursing or business. Some programmes can also include a recreation programme which include local visits and weekend trips further afield. The range of programmes offered vary in length from 3 weeks to six months or longer. The International Training Programmes are managed by the International Training Programmes Manager who also manages the administrator position.

**ORGANISATION STRUCTURE**



**PRIME FUNCTION/PURPOSE OF THE JOB**

The Administrator will work closely with the International Training Programme Manager to ensure the smooth running of the International Training programmes. This will involve thorough and close liaison with the International Training Programme Manager, the Head of School and the International Director at all stages of programme development, planning and delivery. Many programmes are accompanied by staff from their own institutions and liaising with the overseas staff is an important part of the role. The International Training Programme Administrator will also liaise with homestay providers and hostels, academic staff and the international student advisors to ensure the programmes are well organised and that students are safe and happy. The International Training programmes run at certain peak times of the year and the busiest times will be from November to March and in June and July. Flexibility to devote more hours to the role during these peak periods, and fewer hours at other times is essential.

**DELEGATED AUTHORITY AND RESPONSIBILITIES**

**Financial:** Nil  
**Human Resources:** Nil  
**Other:** as delegated by the International Training Programme Manager

**PROFESSIONAL PROFILE**

<b>ESSENTIAL</b>	<b>PREFERRED</b>
<p><b>Education/Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Formal tertiary qualifications not required</li> </ul>	<ul style="list-style-type: none"> <li>• A diploma or certificate level qualification in one or more of the following areas: office administration, hospitality, tourism, education support</li> </ul>
<p><b>Experience/Skills/Knowledge</b></p> <ul style="list-style-type: none"> <li>• Competent skills in the use of MS Office</li> <li>• Sound organization and planning skills</li> <li>• Experience in understanding and the use of complex administrative systems and processes</li> <li>• Demonstrated high level of initiative</li> <li>• Advanced communication skills</li> <li>• Ability to work independently</li> <li>• Basic accounting knowledge</li> <li>• Experience in relating with people from other cultures</li> </ul>	<ul style="list-style-type: none"> <li>• Tertiary education experience</li> </ul>
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>• Apply a broad understanding of the concepts and operation of more than one culture</li> <li>• Sound understanding of the reasons for confidentiality</li> <li>• Strong customer service ethic</li> <li>• Ability to work effectively with a diverse mix of staff, across all levels of the organisation</li> <li>• Positive, enthusiastic and effective communication style</li> <li>• Ability to meet demanding deadlines</li> <li>• Ability to combine attention to detail with an understanding of the bigger picture</li> <li>• Flexible approach with the ability to cope with competing demands</li> <li>• Analytical approach to processes and procedures indicating ability to highlight potential improvements</li> <li>• Strengths in working in and across teams</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility in working hours</li> </ul>

<b>KEY FUNCTIONAL RELATIONSHIPS</b>	
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• HOS</li> <li>• International Director &amp; International Team</li> <li>• Academic staff</li> <li>• Administration team</li> <li>• Staff across CPIT</li> </ul>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Overseas visiting staff/guests</li> <li>• Contractors to CPIT (eg tour companies, transport providers)</li> <li>• Home stay providers</li> <li>• International Students</li> </ul>

KEY TASKS	SCOPE
<ul style="list-style-type: none"> <li>Meet and greet international visitors to CPIT as needed</li> </ul>	<ul style="list-style-type: none"> <li>Making arrangements for visitors to the school</li> <li>Greeting &amp; reception of visitors at the airport and/or at CPIT</li> <li>Accompanying visitors to hotels or other accommodation</li> <li>Conducting tours of the school and campus</li> <li>Attending meetings with visiting staff as required</li> <li>Answering queries from visiting staff</li> <li>Ensuring visiting staff are welcomed and comfortable and happy during their stay</li> </ul>
<ul style="list-style-type: none"> <li>Liaise with International enrolments : schedules, costing, invoicing etc</li> </ul>	<ul style="list-style-type: none"> <li>Advising International enrolments of special requirements of groups</li> <li>Making sure that details of invoicing requirements etc are communicated to International Enrolments</li> <li>Following up that payments have been received</li> <li>Following up and resolving problems as they arise</li> </ul>
<ul style="list-style-type: none"> <li>Homestay – liaison with homestay company re placements etc</li> </ul>	<ul style="list-style-type: none"> <li>Referring student problems with homestay to the homestay provider</li> <li>Communicating any special needs/requests to the homestay provider</li> <li>Making sure that homestay information is communicated to all relevant stakeholders</li> </ul>
<ul style="list-style-type: none"> <li>Correspondence with overseas institutions (operational – arrival times, applications etc)</li> </ul>	<ul style="list-style-type: none"> <li>Making sure all arrangements prior to arrival have been made</li> <li>Providing briefing information about Christchurch and CPIT to overseas institutions</li> <li>Tracking information flow and ensuring that information is received and passed on in good time prior to group arrival</li> </ul>
<ul style="list-style-type: none"> <li>Word processing of components of proposals, student newsletters, course reports etc, job descriptions, evaluations from co-ordinators</li> </ul>	<ul style="list-style-type: none"> <li>As delegated by the International Training Programmes Programme Manager</li> <li>Tracking that all evaluation reports are completed and forwarded to overseas institutions in good time</li> </ul>
<ul style="list-style-type: none"> <li>Organisation of certificates, course examinations, academic reports, general course reports</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with Faculty Word Processor re student reports</li> <li>Copying of placement and exit tests</li> </ul>

<ul style="list-style-type: none"> <li>• Airport meeting &amp; departures as needed</li> </ul>	<ul style="list-style-type: none"> <li>• As delegated by the International Training Programme Manager</li> </ul>
<ul style="list-style-type: none"> <li>• Organisation of graduation functions</li> </ul>	<ul style="list-style-type: none"> <li>• Room bookings – graduation functions</li> <li>• Ordering of food and drink</li> <li>• Ordering of farewell gifts for students</li> <li>• Ensuring certificates are ready for presentation</li> <li>• Inviting appropriate guests as delegated by International Training programme Programme Manager</li> <li>• Liaising with academic staff re numbers of students and homestays attending</li> <li>• Clearing and tidying of rooms after graduations</li> </ul>
<ul style="list-style-type: none"> <li>• Trip bookings</li> </ul>	<ul style="list-style-type: none"> <li>• liaise with International Training Programmes Programme Manager, academic staff, activities co-ordinator, and travel suppliers</li> <li>• book visits for local activities &amp; visits</li> <li>• track costs of visits in relation to budgets</li> <li>• organize payment orders &amp; other payment arrangements</li> </ul>
<ul style="list-style-type: none"> <li>• Future planning</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to ongoing discussions re future planning and improvement of delivery and service</li> <li>• Put future improvements into action</li> </ul>

## NOTES:

The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the Manager - International Training Programmes.

## ADDITIONAL INFORMATION

### 1. Staff Appraisal

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

### 2. Professional Development

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager and time is provided to achieve the plan.

### 3. CPIT Profile

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

#### **4. Health and Safety**

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for shortlisting but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions e.g. a hearing test for those involved in engineering workshops.

#### **5. Employment Terms and Conditions**

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires. CPIT's Allied Staff Collective Employment Agreement (01 April 2007 — 31 March 2009) will be offered in the first instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

#### **6. Equal Opportunities Employer**

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

### **APPLICATION DETAILS**

Applications for appointment must be marked:

**Administrator – International Programmes**

**Ref. FH3491**

Applications may be posted, faxed or emailed to:

Human Resources  
Christchurch Polytechnic  
Institute of Technology  
PO Box 540  
CHRISTCHURCH 8140

Email: [hr@cpit.ac.nz](mailto:hr@cpit.ac.nz)  
Phone: 03 940 8623  
Fax: 03 940 8616

***Applications Close  
20 March 2009***

*The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.*