



**AVONDALE**  
COLLEGE

## Avondale College Position Description

### April 2025

<b>Title</b>	Operations Manager – International Department
<b>Department</b>	International
<b>Reporting To</b>	Director of International, Principal
<b>Functional Relationships</b>	International Students and Staff, Communications Director, Teachers, Finance Department, Homestay Families, Agents, INZ, Code Administrator.
<b>Purpose of Position</b>	To manage the activities of the International Office, ensure good systems and monitoring are taking place and that our students are given every opportunity to optimise their achievement whilst at Avondale College.

<b>Key Result Areas</b>	<b>Expected Outcomes</b>
<b>International Office Operations Management</b>	<ul style="list-style-type: none"> <li>• Management and coordination of all operational areas in the Department, in collaboration with Director.</li> <li>• Planning, logistics and reporting with the Director</li> <li>• Integration of team/groups/teachers.</li> </ul>
<b>Pastoral Care of International Students</b>	<ul style="list-style-type: none"> <li>• Organisation of student orientation.</li> <li>• Coordination of pastoral care interviews.</li> <li>• Oversee integration of the students into NZ school life.</li> <li>• Provide 24/7 emergency contact for students.</li> <li>• Student welfare and safety.</li> <li>• Deal with students' concerns and handling student enquiries in a sympathetic way.</li> <li>• Monitor homestay sourcing, profiles, placement and inspections.</li> <li>• Oversee complaints and issues with homestay placement.</li> <li>• Timetabling, academic pastoral care and scholarships.</li> </ul>
<b>Code Compliance</b>	<ul style="list-style-type: none"> <li>• Undertakes, in collaboration with the Director, Dean and International team, a yearly review of all policies and procedures to ensure Code compliance and efficiency.</li> <li>• Annual Code review activity with Dean, each quarter and annual attestation.</li> </ul>

Key Result Areas	Expected Outcomes
<b>Marketing Liaison</b>	<ul style="list-style-type: none"> <li>• Recruitment administration &amp; logistics to support Director, Communications Director &amp; South East Asia Manager.</li> <li>• Agent communication and database management.</li> <li>• Coordination of marketing trip follow up and Agent data input, including trip reports.</li> <li>• Pre trip marketing materials, collateral and gifts.</li> <li>• International and domestic agent contact and visits.</li> <li>• Social Media administration with Comms Director and Director</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Applications and payments, including online application monitoring.</li> <li>• Long-term student and groups quotations.</li> <li>• Liaison with agencies and handling student enquiries.</li> </ul>
<b>Short-term groups</b>	<ul style="list-style-type: none"> <li>• Organisation and delivery management of programmes.</li> <li>• Quotations (in collaboration with Director).</li> <li>• Recruitment and management of teachers.</li> <li>• Curriculum and programme coordination.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Assisting with social functions, activity groups and trips as required.</li> <li>• Assisting with International Department tasks as requested by Director of International.</li> <li>• General International Department administration as required.</li> <li>• Clear and consistent communication with colleagues.</li> <li>• As a valued member of the team, joint and several responsibility for Avondale College International Department reputation, brand, events, communication, student experience /journey.</li> </ul>
<b>Other tasks</b>	<ul style="list-style-type: none"> <li>• Identify and manage Temp Staff needs for peak periods, in collaboration with the Director.</li> <li>• Complete other task/project related goals and objectives as delegated by the Director and Principal.</li> </ul>

Name \_\_\_\_\_

Signed \_\_\_\_\_ Employee Date \_\_\_\_\_

Name \_\_\_\_\_

Signed \_\_\_\_\_ Manager Date \_\_\_\_\_