

**The University of Waikato
Te Whare Wānanga o Waikato**

POSITION DESCRIPTION

Global Experiences Officer – Fixed Term

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive studenty experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tu ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The University of Waikato is a comprehensive university with six divisions and faculties and has campuses in Hamilton and Tauranga in New Zealand and a campus in Hangzhou, China. The University is ranked in the top 3% of universities globally and offers a wide range of programmes across pre-degree, undergraduate, postgraduate and doctoral levels. The University has an enrolment of approximately 12,000 students with 16% international.

International connectedness is an overarching theme in the vision for the University of Waikato and global engagement is a key part of our institutional history and identity. We are connected internationally through numerous research, teaching and mobility partnerships; we deliver education offshore and we attract top international academic staff as well as international students from over 80 countries.

2. POSITION PURPOSE

The Global Experiences Officer is an 18-month fixed term role. The Global Experiences Officer is responsible for leading all aspects related to the outbound mobility programmes offered within the Global Experiences Programme.

The Officer is also responsible for supporting the delivery of transformative, high-quality short programmes for international partners, providers, agents and students, which facilitate global experiences, recruitment and other key pillars of the University's Internationalisation Plan.

3. ACCOUNTABILITY

The Global Experiences Officer reports to the Global Experiences Manager.

4. FUNCTIONAL RELATIONSHIPS

Internal: Assistant Vice-Chancellor, International, Engagement and Partnerships

Deputy Director – International
Associate Director, Global Experiences
Global Experiences Officer
Global Experiences Coordinator
Deputy Vice-Chancellor Māori Office
International and Engagement Office
Administrators
International Office and Engagement staff
Staff and students of the University
University contract staff
Academic staff
University service divisions

External: Current and prospective university partners

Education/recruitment agents
Third party providers
Prospective students, parents and other key stakeholders
Academic staff
University service divisions
Overseas Government departments, sponsor bodies and agencies
Wide range of external stakeholders and agencies, regionally, nationally and internationally

5. KEY TASKS

Outbound Mobility

5.1 Logistics and Coordination

- Recruit, advise and support prospective outbound exchange students from enquiry to departure, and throughout their time abroad overseas.
- Maintain up to date programme and partner records in VIA, the student application and records system.
- Coordinate with the Scholarships office to align application dates for the Divisional and Faculty International Exchange Scholarship each trimester.
- Coordinate pre-departure and re-entry sessions for all global experience programmes.
- Coordinate with other key University offices as required, to support streamlined processes.

5.2 Promotion and Events

- Manage the organisation of collateral and content for a variety of promotional platforms to support the outbound mobility programme.
- Manage the organisation and delivery of key events. Including, but not limited to:
 - Orientation Week
 - Open Day
 - The Global Experiences Expo/Week, and
 - Student Information Sessions.
- Oversee the hiring, training and support of Waikato Global Experiences Student Ambassadors.
- Support all incoming visits for international exchange partners.
- Oversee outbound mobility website and social media pages.

Short Programmes

5.3 Logistics and Coordination

- Support all logistics associated with short programmes, including but not limited to:
 - organising welcome and farewell events, ensuring relevant protocols are observed.
 - scheduling of all programme elements, including managing third party bookings.
 - managing the booking of accommodation or provision of accommodation support resources to partners.
 - organising transportation required for programmes.
 - coordinating with relevant internal staff on cultural activities.
 - providing other general support as required.
- Ensure compliance with relevant regulations, such as visa requirements and health and safety standards.

5.4 Marketing and Promotion

- Develop, publish and update print and electronic collateral required to support short programmes.
- Manage the short programme online presence.
- Liaise with Marketing to promote short programmes to relevant international audiences.
- Liaise with Marketing to develop marketing materials, online content, and social media strategies to increase programme visibility.

5.5 Student Support and Welfare

- Liaise with relevant internal administrative offices to ensure short programme participants receive adequate support and pastoral care.
- Support any issues related to student welfare with relevant internal staff, including issues related to accommodation, health, and safety.

5.6 Quality Assurance and Reporting

- Regularly assess programme outcomes to ensure continuous improvement.
- Collect and analyse participant feedback to enhance future programme structure and content.

General Office

- Provide support as required at peak times of the year, for both the Global Experiences team and wider office.
- Maintain effective and efficient office records and systems.
- Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager. New staff attend such a meeting approximately three months after taking up their appointment.

6. PERFORMANCE STANDARDS

The Global Experiences Officer will be performing satisfactorily when:

- High quality and efficient information, support and advice are provided to prospective and current students, international providers, institutional partners, other external stakeholders and staff, resulting in a high level of client satisfaction.
- Correspondence is replied to promptly and appropriately.
- A greater number of students participate in short programmes and outbound mobility annually.
- All relevant information is appropriately presented and provided in a timely manner to meet deadlines and enhance informed decision making for the senior leadership team within the office and other staff as required.
- The University reputation is enhanced with current and global partners and providers through effective relationship management.

- Marketing activities and collateral are of a high standard and within brand requirements
- Information is communicated to/from staff in the office.
- Relevant office processes are supported and dealt with efficiently and within an agreed timescale.
- Safe and healthy work practices are followed, and University policies and procedures, relevant work standards and statutory obligations are complied with.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Preferred

- An undergraduate degree or equivalent demonstrated experience, skills and abilities.

TRAINING, SKILLS AND KNOWLEDGE

Essential

- Proven experience working in similar role.
- Excellent oral and written communication skills, including presentation experience.
- The ability to negotiate and influence stakeholders and maintain constructive relationships.
- High-level ICT skills including knowledge of the Microsoft Office suite and variety of other applications and competency in data management, shared file management and effective workflow systems.
- Strong planning and organisational skills.
- Demonstrated commitment to accuracy, attention to detail and high-quality systems and processes.
- Analytical and conceptual skills.
- Experience of working with different cultures and an appreciation of the need to respect different cultures in a business setting.

Preferred

- Knowledge of the University environment, and particularly international education.
- Experience studying or working overseas.
- Ability to use information communication technologies to achieve desired outcomes and a commitment to maintain and update those skills.

PERSONAL QUALITIES

- A demonstrated ability to relate to a wide range of people in a calm, courteous and professional manner.
- A demonstrated ability to retain confidentiality on sensitive matters.
- Committed to providing a quality client-oriented service.
- Commitment to a culture of openness and cooperation to achieve excellence.
- Ability to maintain performance under pressure to meet deadlines.
- Flexibility and team player who is willing to take on new tasks.
- Ability to work independently and take initiative where appropriate.
- High degree of self-motivation.
- Enthusiasm and positive attitude and a commitment to helping others.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.

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