

John McGlashan College: International Student Manager

PURPOSE:

To provide customer service focused administrative support for John McGlashan College's international department and all of its clients, and to coordinate the accommodation service for John McGlashan College so that it is code compliant at all times, and to work closely with the Director of International Students so that the vision and goals of the international department are achieved.

VISION:

“That John McGlashan College is sought after by a wide range of students internationally and to provide them with a unique and holistic experience. We strive to provide an academic and cultural experience in our exceptional location and provide regional, national and international pathways. We offer a dynamic program that challenges students academically and physically and expands our school's community international, social and economic engagement to support our students in becoming global citizens with healthy bodies and healthy minds.”

The John McGlashan College vision of producing well educated men of character will be enhanced by the presence of an International Department that is not only economically viable, but which also adds a beneficial cultural dimension to our college.

Tasks:

Accommodation (Homestay, Designated Caregivers, Parents on Guardian visas)

- To attract, vet and recruit suitable quality accommodation caregivers to be possible homestay families for international students.
- To develop and maintain a database, including profiles, of prospective homestay caregivers so that students can easily be matched to suitable homestay families.
- Conduct interviews and home inspections of prospective host families and homes, DCGs and Parents on Guardian visas to verify their status and ascertain their suitability. Make the twice yearly visits to homes as required by the Code of Practice.
- Communicate with all the students prior to arrival, providing a profile of the host family if applicable and a copy of the “A Homestay Guide for International Students” booklet or other relevant information e.g. the list of responsibilities for DCGs and the expectations of the school, obligations of Parents on guardian

visas. Coordinate these communications with the administration communications going to students re orientation and enrolment.

- For homestay students, discuss the assigned student with the caregiver family, and forward the student's profile and a copy of the "Guide to Hosting International Students" booklet to the caregivers. This would ideally happen a month to six weeks prior to arrival.
- Meet arriving students at the airport and transport home if necessary. Make sure all students are met by a suitable person, regardless of their accommodation category.
- Check, and arrange if necessary, the transport arrangements to the airport at the end of the international student experience at John McGlashan College and farewell students at the airport if appropriate.
- Contact the host family within a few days of arrival to check there are no issues for them in hosting that student.
- Contact each student using the accommodation service within a few days of arrival and check there are no issues.
- Maintain a regular liaison with the students and the host families during the school year as per the Code regulations. This will include regular phone contacts (often out of normal work hours) emails, and possibly newsletters.
- Ensure that John McGlashan College pay their homestay caregivers the homestay fees regularly and accurately, as arranged. Accurate records will need to be kept of arrivals and departures and of changes.
- Liaison with homestay families over top-ups or refunds may be necessary.
- Ensure all of the correct paper work for Designated Care Givers has been completed and signed prior to enrolment. Visit and ascertain a DCG is in fact a DCG and is not a boarding establishment or homestay. Re-assign to a homestay if necessary and complete all of the required paperwork and vetting. Keep regular contact with DCG's even though it is not a requirement of the Code, to ensure the safety of students.
- Coordinate the Police Vetting processes for caregivers as per the Code of John McGlashan College's policies and procedures.
- Be available to accommodation caregivers for support, training and guidance and organise training and information evenings for them, as per the Code.
- Meet with the Director and Dean regularly to keep them informed on accommodation service matters and to discuss any issues. Attend and participate in International team meetings.
- Enter on a database or keep records of all information gathered, in particular from:
 - (a) Discussions with students;
 - (b) Prospective homes and families checked;

- (c) Caregivers visited for Code compliance inspection;
- (d) Caregivers contacted by phone and caregivers who initiated phone contact
- Link with other accommodation coordinators so that best practice can be shared

General Pastoral Care and other duties

- To give an excellent level of customer service to all international students and clients of International and assist in the provision of pastoral care so that all international students are likely to report having had a quality experience at John McGlashan College, e.g. assist with uniforms, doctor's visits, travel plans, general inquiries.
- Develop and assist with the orientation programme, the November programme and any other International meetings and events as organised from time to time.
- Organise and manage short term international visits, e.g. Ichikawa from Japan, Global Public School from India, or other partner schools and international groups of students/agents/parents
- Assist with other general administrative tasks, as required and as time permits, e.g. updating the website with current international events and writing updates for the school newsletter
- Be an active member of the International education community.eg attends network meetings, read the ENZ e-newsletter and website and take part in PD opportunities.

Customer Service

- To be the face of the International programme to all our clients (students, agents, parents, Parent Representatives, DCG's, teachers) by doing reception, answering all the phone inquiries to do with international and answering all correspondence via e-mail or letter.
- To answer all inquiries in a timely and friendly manner.
- To refer clients to the appropriate person within International or the school if you cannot solve the issue on the spot.

Administration

- Manage the International Student administration functions so they are Code compliant at all times, updating the school database, doing the MOE returns and keep any other data bases as necessary.
- Manage the student entry and exit processes for John McGlashan International, namely the Inquiry, application, invoice, receipts, offers, contracts, and enrolment and exit stages of student enrolment.

- Manage the Immigration and Insurance processes for international students, as per Code regulations.
- Organize events and functions for International including Orientations for new arrivals, the November programme, agent visits, and student visits.
- Provide general administration support to all the International team as required.
- Keep detailed records, and data bases, updating data and keeping well organized information accessible to the team. E.g. agents lists, agent contracts, student inquiries, absences reports to agents track the budget monies, set up appointments
- To manage the holiday/travel processes for international students including keeping a register of students who are going on holiday, ensuring that all permission forms have been completed, correct procedures are followed and itineraries completed. Some booking assistance and advertising of suitable holidays may be required.

International Student Experience

- Assist international students when they come to reception and take an interest in them to help them have a quality experience at John McGlashan College, e.g. uniform assistance, doctor's visits, travel plans, general inquiries.

Other

- Be an active member of the International education community, e.g. attend network meetings, be kept informed via the ENZ e-newsletter and website and other sources
- Develop and update all handbooks so they meet the requirements of the new Code of Practice for International students
- Develop and/or oversee the development of marketing material as required