

## Global Education Coordinator – Position Description

### Position Overview and Purpose

The Global Education Coordinator will be responsible for the support and coordination of all international students including the Residential Caregivers (Homestay) at all times upholding the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code).

To provide administration support to the Director of Global Education at Woodford House, and be the point of contact for all matters relating to international students.

### Responsible to:

Director of Global Education

### Works closely with:

Director of Global Education  
Senior Leadership Team  
ELL Teachers  
Woodford House employees  
Woodford House Community  
Director of Communications  
Directors of Boarding / Boarding Supervisors  
Student Services  
International Parents/Guardians  
International Students  
Agents

KEY RESPONSIBILITIES	EXPECTED OUTCOMES
<b>1. International Student Liaison and Support Coordination</b>	
1.1. Support and develop positive relationships between International Students, their families based overseas and in New Zealand, International Agents, and Homestay Families, Boarding Supervisors and teaching staff.	<ul style="list-style-type: none"> <li>• A feeling of homeliness, friendship and a sense of belonging are established and maintained for the students.</li> <li>• All international students arrive safely with all the necessary information and insurances.</li> <li>• Each student is inducted and supported upon arrival to New Zealand.</li> </ul>
1.2. Manage pre arrival information and planning including travel bookings, insurance for all students, flight information and airport arrivals	<ul style="list-style-type: none"> <li>• Students must feel that they have someone who will listen to them. All interviews are conducted each term.</li> <li>• Policies and procedures are followed. Girls' whereabouts and destinations are known.</li> </ul>
1.3. Make necessary arrangements to meet and welcome new international students. Arrange Woodford House uniform, stationery and assist with getting a SIM card and establishing a NZ bank account.	<ul style="list-style-type: none"> <li>• Girls are aware of pastoral support available to them.</li> <li>• Successful events are held that the students want to attend.</li> </ul>

1.4. Conduct one-on-one interviews each term with all current international students and enter a summary into eSchool	
1.5. Work with Directors of Boarding and Boarding Supervisors to ensure all new international students are supported within their Houses. Assist with organising bedding and linen requirements for the girls.	
1.6. Work closely with the pastoral care teams within the school (Deans, Health Centre, Homeroom Mentors) to develop support programmes and initiatives for International Students.	
1.7. Arrange co-curricular activities, functions and events for International Students, as required	
1.8. Responsible for being available to take calls and emails from International Students, agents, parents and Residential Caregivers during the Term holiday periods and Exeat weekends. Phone is monitored 24/7.	
<b>2. Compliance with the Education (Pastoral Care of International Tertiary and International Learners) Code of Practice 2021.</b>	
2.1. Working with the Director of Global Education to monitor the Code and identify any changes or amendments which need to be implemented by Woodford House.	<ul style="list-style-type: none"> <li>• All Code updates are incorporated into Woodford House policy and procedures as required.</li> <li>• All students have current visas/permits.</li> </ul>
2.2. Support the renewal of visas/permits and ensure all international students have current visas/permits.	
<b>3. Communication</b>	
3.1. Working with the Communications team to develop and update key information for prospective International Students, their families, and Homestay Families through various communications channels and online.	<ul style="list-style-type: none"> <li>• Information is up-to-date and communicated in a timely manner.</li> <li>• Social media channels are set up each year.</li> <li>• All parents receive timely communication.</li> </ul>

3.2. Work with the Communications team each year to establish the official International Student social media channels and administer the channels with the Communications team.	
3.3. Parents receive school reports, photos, and any other relevant communication.	
<b>4. Residential Caregivers, and Homestay Families Coordination</b>	
4.1. Identify, interview, screen and register prospective Homestay families.	<ul style="list-style-type: none"> <li>• Homestay families, residential caregivers, and girls are well informed of what is happening and what is expected of them.</li> <li>• All students have safe, suitable care arrangements in place for term breaks and Exeat weekends.</li> <li>• Homestay families feel supported and appreciated.</li> <li>• Any issues are dealt with promptly and appropriately.</li> </ul>
4.2. Ensure International students are placed with appropriate homestay families that are suitable to the individual international student needs for all Term holiday periods and Exeat weekends	
4.3. In consultation with the Director of Global Education deal with any issues which may arise with Residential Caregiver placements and arrange relocation of students and families, if required	
4.4. Ensure compliance with the Code is met and maintained.	
<b>5. Information Management and Administration</b>	
5.1. Ensures relevant information on prospective and current international students and their families is systematically recorded and kept up to date in KAMAR and eSchool.	<ul style="list-style-type: none"> <li>• Systems, and information is updated and maintained</li> <li>• Accurate records are maintained.</li> </ul>
5.2. All necessary information is collected and recorded to ensure an accurate database is maintained.	
<b>6. Health and Safety</b>	
6.1. Work within the Woodford House Health and Safety Policy	<ul style="list-style-type: none"> <li>• All accidents and incidents are reported according to Woodford House policies</li> <li>• All hazards are reported.</li> </ul>
6.2. Ensures hazards are identified, eliminated, isolated or minimized where possible.	

7. General	
7.1. Be supportive of and seek to enhance the traditions and Special Character of Woodford House.	<ul style="list-style-type: none"> <li>• Staff and girls can see our Special Character being maintained and fostered.</li> <li>• The Principal is well supported in her role.</li> </ul>
7.2. When possible, attend assemblies and Chapel Services.	
7.3. Complete additional duties as requested by the Principal.	

### Essential Attributes

- Excellent customer service skills and experience
- Outstanding communication and organisational skills
- Proficient in identifying and utilising problem-solving strategies
- Capacity to build and sustain collaborative relationships
- Works well independently and takes action to address opportunities for improvement
- Passion for working within a multi cultural environment
- Preferably have worked within an academic environment
- Competent in using computer software such as email, and Microsoft Office