

POSITION DESCRIPTION

POSITION TITLE	Site Director - New Zealand
FULL OR PART-TIME	Part time (Seasonal January - February)
PERMANENT/ CASUAL	Casual
RESPONSIBLE TO	Manager, Admissions and Enrolment
SUBORDINATE STAFF	NIL

POSITION PURPOSE

The primary purpose of this position is to assist the Manager, Admissions and Enrolments as related to the on site support of CISaustralia students in New Zealand and related activities.

This position will primarily involve the coordination and facilitation of on-site activities to ensure that CISaustralia students are well supported on related programs in New Zealand.

The successful candidate will play an active role in the support and facilitation of CISaustralia programs in New Zealand. The role will involve various logistical, support, cultural and administrative tasks associated with representing CISaustralia in New Zealand, including but not limited to attending an on-line pre departure session, attending and managing welcome and farewell events, conducting an onsite greeting and orientation including city tour, facilitation of 1 - 2 cultural activities over the course of the six week program, general student support and communication, emergency response, and other duties as required. Administrative duties may include answering student calls, emails and WhatsApp questions.

Customer service, relationship building, cultural competence and sensitivity, and communication experience are all critically important to this role. The ideal candidate will have experience in the travel and education industries, but this is not an absolute requirement. We are looking for a professional, mature, and competent individual to represent the CISaustralia brand and culture. Developing and maintaining positive relationships with all CISaustralia staff, with students onsite, local vendors in New Zealand, CISaustralia partner Universities in New Zealand, CISaustralia partner Australian Universities and any other onsite partners are also critical elements to the position.

DETAILED DUTY STATEMENT

1. Attend the CISaustralia staff induction and health and safety training.
2. Have a current first aid and CPR certificate.
3. Be familiar with the CISaustralia Site Director Manual and Risk Management and Emergency Response Plan. Follow safety, emergency and other related protocols and policies.
4. Communicate current and reliable information re: health and safety to Program Participants (students) and CISaustralia Staff.
5. Be available 24 hours a day 7 days a week when students are on site for emergency support, via (agreed) mobile phone and email when program participants (students) are on site (early January to late February).
6. Report emergencies, major and minor incidents to CISaustralia staff as per the CISaustralia Risk Management and Emergency Response Plan.

7. The Site Director acknowledges they have read, understood, agree with and will conduct their behavior according to the following CISaustralia policies and statements: [PSEAH Policy](#), [Child Protection Policy](#), [Modern Slavery Statement](#) and [Privacy Policy](#)
8. The Site Director will send a welcome email to Program Participants (students), prior to their program start, as agreed to prior with CISaustralia staff based on the Gold Coast.
9. The Site Director will manage and respond to any Program Participants (students) issues, with the support of CISaustralia staff in the Gold Coast Office as soon as any issue is identified - and keep CISaustralia key staff on the Gold Coast updated regarding any related on site issues.
10. The Site Director will present and speak to Program Participants (students) via the online pre-departure webinar, at an agreed date and time prior to the program departure.
11. The Site Director will assist CISaustralia coordinate activities with local providers / New Zealand partner Universities.
12. The Site Director will assist Program Participants (students) with serious needs, such as accompanying them to hospital or related medical facilities.
13. The Site Director will assist Program Participants (students) with overcoming cultural barriers and understand group dynamics.
14. The Site Director will assist program participants with practical matters such as transport and cultural activities, always acting in the best interest of the Program Participants (students) and CISaustralia.
15. The Site Director will conduct a suitable on site orientation for students, with materials provided by CISaustralia, for all students within 48 hours of arrival into the country and onto the program.
16. Respond to all on site student questions in a timely and professional manner.
17. Adhere to and look to improve CISaustralia pre-departure processes.
18. The Site Director will closely liaise with CISaustralia on site vendors and partner Universities with regard to student arrivals, logistics, accommodation, excursions, health insurance and students' general wellbeing.
19. Ensure a high degree of accuracy in administration.
20. Maintain and build professional and positive relationships with all students, overseas partners, overseas staff and relevant Australian University staff.
21. Liaise with travel partners and other preferred providers in an efficient and professional manner.
22. Identify opportunities to improve CISaustralia processes and procedures.
23. The Site Director will assist with the disbursement of evaluations post program (if applicable) and will continuously look for ways to improve program delivery.
24. The Site Director will not enter into a students private accommodations, unless in the presence of another on site support staff person or formal partner staff member, and except in emergency cases where no other local on site support staff are available and a Program Participant (students) health and safety is at risk.
25. The Site Director must not at any stage consume or be under the influence of any illicit drugs or any form of alcohol during business hours, must not consume alcohol whilst in the presence of students and or when on

call for emergencies. The consumption of alcohol cannot be recommended or encouraged to students for health and safety reasons.

26. The Site Director agrees to check emails, Whatsapp and/or any other related formal communication support tools multiple times per day – and agrees to respond to emails within 24 hours to acknowledge receipt, even if an answer is not immediately available. The Site Director must be available by telephone, WhatsApp during business hours and check voicemails regularly, and be available 24/7 for emergency support when on-call and students are on site.
27. The Site Director will at all times uphold the CISAustralia brand, culture and image, to Program Participants (students) and all associated staff and partners, in the highest professional manner.
28. Other duties as required by the Executive Director and Manager Admissions and Enrolments.

SELECTION CRITERIA - ESSENTIAL

The successful candidate must meet the following essential criteria:

1. Overseas travel experience (please document on application to be considered for the role).
2. Completion of a Bachelor Degree level qualification with relevant work-related experience or completion of tertiary qualification with relevant work-related experience.
3. Overseas study, volunteer or internship experience is desirable.
4. IT skills, particularly in the Microsoft Outlook, Word and Excel.
5. Customer Service and / or sales background/experience.
6. Problem solving and a high level of accuracy and an attention to detail in related administrative tasks.
7. High standards of customer service in a cross-cultural environment.
8. Demonstrated ability to work with a minimum of supervision and as an effective member of a small team in a busy work environment.
9. Organisational skills that allow the appointee to coordinate and prioritise workloads.
10. Strong administration, communication and interpersonal skills.
11. Has travelled, worked, lived and/or studied abroad.
12. Presents a professional image at all times.

How to Apply: Please send a detailed cover letter and resume to Jackie Chapman, Manager Admissions and Enrolments. E: info@cisaustralia.com.au Please contact the CISAustralia Office on the Gold Coast, Australia with any questions: T: +61 (0) 7 5571 7887.

Last Reviewed	9/9/24
Authorised	Executive Director