**Global Citizens Manager**

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| **Reports To** | Director Student Experience and Global Citizens |
| **Location** | Wellington or Auckland |
| **Tenure** | Permanent |
| **Direct Reports** | Up to two staff |
| **Last Reviewed** | December 2020 |

# Public Service Commission Statement

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders.  The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law.  We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi.  Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

# ENZ Organisational Statement

Education New Zealand’s purpose is to take New Zealand’s education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

# Group Purpose – Partnerships and Marketing

The purpose of the Partnerships and Marketing Group is to lead, drive, coordinate and implement strategies and initiatives to build the long-term sustainability of New Zealand’s international education industry. This is to be achieved by:

* Building a comprehensive understanding of existing education providers and their plans
* Developing the value proposition for a NZ education for international students
* Identifying gaps between sector activities and capability
* Developing and delivering services needed to drive the industry forward
* Providing insight and guidance into the international activity planning processes
* Leading and providing support to the education industry to establish and maintain relationships with foreign education institutions
* Positioning, developing and providing guardianship of NZ’s international education brand
* Leading research and insights across student attraction, experience and alumni
* Reviewing and refining the channel strategy across digital, social markets, and other channels
* Developing and delivering activity to attract students across a range of channels
* Leading and driving the student experience in New Zealand, including students’ well-being
* Leading strategy and activity for building a valued alumni network of students who have had an international education experience
* Developing advocacy across past and present students
* Fostering global citizenship across New Zealand learners and international students
* Maximising and leveraging NZ’s and ENZ’s scholarship assets to develop a strategic approach to NZ government co-ordination of scholarships and build global citizenship and soft diplomacy
* Coordinating across Education New Zealand’s major markets and marketing initiatives
* Identifying and developing new programmes, new industry entrants and new business models
* Building alignment across ENZ Groups to maximise information sharing, thought leadership and co-ordination of effort.

# Role Purpose

The Global Citizens Manager is responsible for helping Education New Zealand deliver on Goal 3 of the *New Zealand International Education Strategy*: **Global Citizens**. This role will work with the General Manager Partnerships and Marketing, other Senior Leadership Team members, and the Director Student Experience and Global Citizens to:

* Develop and implement ENZ’s strategy for developing global citizens
* Be a champion for the global citizens work programme with internal and external stakeholders
* Lead, develop and administer scholarships programmes for Education New Zealand, with the goal of building global citizenship
* Provide strategic management to ensure that inbound and outbound scholarships schemes are supported where they align with ENZ’s strategic priorities
* Develop effective and sustainable working relationships and networks with internal stakeholders, government agencies, education providers and their peak bodies and other external key stakeholders and partners (onshore and offshore)
* Manage the Global Citizens team to ensure delivery of activity within agreed plans and timely reporting of results.

# Relationship Management

The position maintains close and effective working relationships with:

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| **Internal** | * Wider Partnerships and Marketing Team * Senior Leadership Team * International Teams |
| **External** | * Liaise with and maintain effective working relationships with other organisations which can facilitate education business growth in the country/region including:   + Education peak bodies   + Individual institutions   + Ministry of Foreign Affairs and Trade scholarships staff   + Ministry of Education international staff. |

# Key Accountabilities for this position

In this position you are responsible for delivering on the following key accountabilities:

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| **Strategic Thinking** | * Develop an understanding of global best practice around building global citizenship through international education * Work with ENZ colleagues, other government agencies and education providers to understand current practice in New Zealand and opportunities for development * Lead development of a new global citizenship strategy which harnesses opportunities across all education sectors, both international and domestic learners, scholarships alumni, offshore partners, NGOs, and other government agencies’ scholarships and funding * On-going thought leadership within ENZ, across education sectors and in relevant global publications and forums |
| **People Management and Leadership** | * Lead an effective Global Citizens team, supporting the goals of the International Education Strategy and ENZ * Develop people, systems and processes to ensure continuous improvement and credibility is achieved through our results * Ensure an effective flow of information occurs both vertically and horizontally within the organisation. * Build a strong team spirit and level of engagement, acknowledging team contribution and achievement as appropriate * Ensure the performance management framework is implemented for self and team members, setting clear accountabilities with clearly defined development pathways |
| **Service Delivery** | * Implement the global citizens strategy for ENZ * Champion global citizenship outcomes and activity with internal and external stakeholders * Maximise the return on investment of scholarships for the New Zealand international education industry by using them as a strategic tool, in partnership with internal and external stakeholders * Manage the development, design, promotion, and deployment of the outbound scholarship programme on an annual basis, including stakeholder engagement * Manage the administration of inbound scholarships programmes where they align with ENZ’s strategic goals * Manage financial records, processes, accruals and reporting   Identify and implement continuous improvement to processes |
| **Reporting and Planning** | Develop project plans including timelines, resources and budgets in line with ENZ guidelines   * Provide effective project communications and progress reporting to ensure that all stakeholders are kept fully updated, delivering a high level of customer satisfaction * Liaise with Partnerships and Marketing Directors, Senior Leadership Team, customers and other stakeholders to ensure that projects progress and performance data is collected and reported accordingly * Timely liaison with all stakeholders to ensure requests are considered, developed, and solutions are identified * Participate in and liaise with internal and external stakeholders |
| **Professional Behaviour** | * Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made * Lead and model ENZ’s Ngã Manapou with the rest of the organisation * Promote the purpose, Ngã Manapou and beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business * Create and maintain corporate information to high standards to ensure ENZ can meet reporting obligations. |
| **Safety and Wellbeing** | * Monitor and manage leave entitlements for staff * Take reasonable care for his or her own health and safety * Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * Comply, so far as reasonably able, with any reasonable instruction that is given to them by ENZ to allow ENZ to comply with the law * Cooperate with any reasonable policy or procedure of ENZ relating to health or safety in the workplace that has been notified to staff. |

# To be successful in this position

For this position the Global Citizens Manager needs to demonstrate the following:

* A relevant tertiary qualification
* Team leadership experience
* Ability to think strategically, make connections across different business activities, and innovate to support business objectives
* Experience working in education, government, NGO or multicultural organisations, with a focus on student / client support, experience, cultural competencies, exchanges and/or global citizenship
* Experience in managing staff and teams
* In-depth project management skills
* Effective budget management skills and experience
* In-depth experience developing, reviewing and implementing databases
* A flexible and creative approach to problem solving, good judgement and a proactive, positive “can do” attitude
* Exceptional interpersonal and relationship management skills with a collaborative style of engagement
* Excellent communication skills, both oral and written
* Ability to organise self and team to achieve work programme, meet deadlines and manage conflicting deadlines and requirements in a dynamic work environment
* Demonstrated ability to network, build and maintain effective relationships with key stakeholders and with people from diverse backgrounds
* Awareness of and sensitivity to cross-cultural issues when working with people from other countries.
* A sound understanding and/or interest in New Zealand’s political, economic, cultural and social environment.
* Demonstrated capability to perform effectively as part of a high performing team
* Respect for and alignment with the He Rautaki Māori strategy
* Working knowledge of the New Zealand education system preferred, but not essential
* Experience with programmes supporting global citizenship outcomes preferred

# Ngã Manapou

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# Role specific competencies

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| ***Business Acumen*** | Knowledgeable in current and possible future policies, practices, trends, technology, and information affecting the organisation. |
| ***Integrity and Trust*** | Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain. |
| ***Customer Focus*** | Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect. |
| ***Peer Relationships*** | Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers; won’t let unresolved issues drift. |
| ***Motivating Others*** | Creates a climate in which people want to do their best; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with. |
| ***Innovation Management*** | Has good judgement about which creative ideas and suggestions will work; can facilitate effective brainstorming; is willing to start something and make adjustments along the way; is not afraid to try something never done before. |
| ***Cross-Cultural Agility*** | Respects cultural differences and understands the need for flexibility. |