

POSITION DESCRIPTION – General Staff
For levels 6/7 and above

Position Title: Senior Coordinator, Student Mobility Level: 6 / 7
 Faculty/Division: International Services and Development
 Department/Location: International Engagement and Coordination/Office of Global Student Mobility

Primary purpose of the position:

This position is responsible for leading the Office of Global Student Mobility (OGSM) team at the University of Wollongong. The unit is responsible for the marketing, student recruitment, operations, and welfare functions of the Global Student Mobility portfolio, covering incoming and outgoing non-award programs (semester and short course) as well as the Visiting Research program. The unit currently recruits and case-manages approximately 600 incoming and over 600 outgoing students annually. As a part of the University's 2013-2018 strategic plan, student mobility is expected to double, especially by focussing on opportunities in Asia, and significantly increase the movement of staff and students between UOW's on and off-shore campuses.

Position Environment:





As a leading Australian university with a strong international presence, the University of Wollongong provides and supports an active study abroad and student exchange program along with short term mobility for both domestic and international students. The OGSM forms part of the International Engagement & Coordination Unit (IEC) within the broader International Services & Development Division (ISD).

The ISD division also incorporate the Transnational Education and Alliances Unit within the Deputy Vice-Chancellor (International) portfolio.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	<p>Manage incoming programs Coordination of marketing, institutional partner relationship management, student recruitment, customer service, administrative and welfare/critical incident functions of the programs, including incoming semester and short-course programs and the Visiting Research program. Specifically:</p> <ul style="list-style-type: none"> • Recommend UOW policy for non-award cohorts including incoming study abroad students, incoming exchange students and visiting research students • Recommend UOW pricing/discounting policy for major sending institutions <p>Participate in visits to UOW, in-country visits and events (EAIE and NAFSA) involving key personnel and institutions involved in</p>	<ul style="list-style-type: none"> • Meets the annual incoming mobility targets. • Positive ratings in orientation and farewell surveys. • Study Abroad and exchange students are admitted, housed and administered in a timely fashion. 	30%	

	<p>incoming programs</p> <ul style="list-style-type: none"> • Approve UOW and travel grant payments/invoices. • Update, review and monitor policies and procedures. • Monitor expenditure against budget and recommend budget requirements. • Coordinate UOW presence and participate in overseas marketing events. • Manage incoming programs operational staff • Write (in conjunction with Manager, Student Mobility) and monitor annual marketing and recruitment country plan for target Study Abroad markets • Utilise and monitor information systems (CRM, Admissions) to measure effectiveness of operations within unit requirements. 			
2.	<p>Manage outgoing programs Coordination of marketing, institutional partner relationship management, student recruitment, customer service, administrative and welfare/critical incident functions of the programs, including outgoing semester and short-course programs (faculty-led study tours, internships, placements). Also, ensure outbound mobility programs and funding are carried out according to internal and external policy and guidelines; Specifically:</p> <ul style="list-style-type: none"> • Recommend UOW policy for outgoing students • Recommend other sources of funding for outgoing students • Approve credit transfer requests, approve travel grant payments, request annual UOW travel grant funding according to DVC (I) budget and program needs. • Institutional OS-Help loan manager. • Update, review and monitor policies and procedures. • Monitor expenditure against budget and recommend budget requirements. • Utilise and monitor information system (CRM, Filemaker Pro) to measure effectiveness of operations within unit requirements. • Manage outgoing programs operational staff • Participate in visits to UOW, incountry visits and events involving key personnel and institutions involved in outgoing programs 	<ul style="list-style-type: none"> • Meets the annual and strategic plan outgoing mobility targets • Positive comparison in annual AUIDF survey • Positive ratings in pre-departure and returnee surveys 	40%	
3.	<p>Coordinate Operational set up of Institutional Partnerships</p> <ul style="list-style-type: none"> • Coordinate marketing and inform OGSM staff of newly signed study abroad and exchange agreements. <p>In conjunction with Manager, Student Mobility</p> <ul style="list-style-type: none"> • Nurture institutional partner agreements • Nurture UOW relationship with peak bodies in student mobility territories including Austrade offices • Identify sources of in-country funding for incoming and 	<ul style="list-style-type: none"> • Key MoU's underpin student recruitment from these markets • New partnerships are selected in-line with UOW strategic partners list and International Alliances guidelines 	10%	

	<p>outgoing students</p> <ul style="list-style-type: none"> • Discuss Study Abroad and Exchange agreements deputising for the Manager, Student Mobility as required • Participate in or organise institutional visits to UOW 			
4.	<p>Ensure incoming and outgoing marketing initiatives are aligned to brand and positioning guidelines</p> <ul style="list-style-type: none"> • Create content for recruitment publications (UOW and program providers) and manage implementation of student mobility collateral • Manage future student and current student websites. • Oversee implementation of segment-specific e-marketing and collateral. 	<ul style="list-style-type: none"> • Collateral meets market needs 	10%	
5.	<ul style="list-style-type: none"> • Manage key internal and external relationships within faculty including Language Centre; Heads of School and Sub-Deans or Associate Deans (International); faculty support staff; external program providers; funding bodies and overseas partner universities 	<ul style="list-style-type: none"> • Key relationships are maintained in order to meet UOW strategic mobility goals. 	5%	
6.	<p>Influence and liaise with key staff and provide guidance for development of short courses (incoming and outgoing) in conjunction with Manager, Student Mobility. Implement operational and promotional components of short courses.</p>	<ul style="list-style-type: none"> • Faculties develop programs to meet UOW strategic priorities 	5%	
7.	<p>Communicate and consult with staff on workplace and staffing matters.</p>	<ul style="list-style-type: none"> • To foster direct relationships with staff and enhance engagement with the organisation. 	Ongoing	
8.	<p>Observe principles and practices of Equal Employment Opportunity</p>	<ul style="list-style-type: none"> • To ensure fair treatment in the workplace 	Ongoing	
9.	<p>Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document</p>	<ul style="list-style-type: none"> • To ensure a safe working environment for self & others. 	Ongoing	

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Reporting Relationships:

Position Reports to:	Manager, Student Mobility
The position supervises the following positions:	Inbound Programs Co-ordinator, Outbound Programs Co-ordinator, Study Abroad and Exchange Advisors, Casual staff
Other Key Contacts:	DVC (International), Director, International Engagement and Coordination

Key Relationships:

Contact/Organisation:	Purpose & Frequency of contact
Director, International Engagement and Coordination	Staffing and budget.
Manager Student Mobility	OGSM oversight, policy, strategic direction, agreements (MoU's)/new mobility programs, relationship management.
Exchange and Study Abroad partner institutions; students of/at those institutions	Relationship management, invoicing, welfare issues and critical incidents for incoming and outgoing students.
UniAdvice	Admissions and Epicor CRM updates, international recruitment and marketing
Manager, International Student Recruitment	Agent agreements and discounts
Academic Registrar's Division	Enrolment or fees issues for inbound and outbound students.
Associate Deans (International)	Incoming and outgoing academic issues, promotion of mobility programs, coordination of international visits.
UOW Living (UOW accommodation services)	Allocations policy; student housing problems after arrival and troubleshooting before students arrive.
UIC Sub-Committee (Student Mobility)	Member of committee; reporting on student mobility.
Strategic Marketing and Communications	Marketing collateral

Key Challenges:

1. Meet outgoing student mobility targets 2013-2018.
2. Influence key academic staff to develop a range of outbound semester and short courses for credit for mobility to Asia.
3. Recruit inbound study abroad students in a flat or declining market.
4. Achieve the unit's strategic work objectives through direct communication and consultation with staff and colleagues.

SELECTION CRITERIA - Knowledge & Skills:

- Demonstrated ability to recommend, draft and review policy and procedures.
- Demonstrated knowledge of University course structures and organisational units.
- Demonstrated ability to manage staffing and resource allocation according to demands of unit and market.
- Knowledge of a range of marketing communication channels appropriate to education program promotion.
- Ability to manage relationships with key internal and external stakeholders.

SELECTION CRITERIA - Education & Experience:

- Relevant undergraduate degree
- Demonstrated experience with study abroad and exchange activities and procedures, agreements and partnerships, both inbound and outbound;
- Prior international experience (in the form of a period of study abroad/exchange or employment; or significant independent travel).
- Previous experience managing a small specialised unit.

Personal Attributes:

- Discretion and sensitivity in dealing with critical student issues (academic, personal, and health-related).
- Experience in the supervision of staff; and ability to meet deadlines and prioritise effectively in an environment with high volume and fluctuating workloads.
- A commitment to the provision of superior customer service, and commitment to the benefits of study abroad/exchange.

Special Job Requirements:

- Overseas travel (indicative – periods of up to 3 weeks 2 or 3 times annually) is a requirement of the role.
- Occasional activities outside of normal office hours.