

## POSITION DESCRIPTION – Professional Staff For levels 6/7 and above

Position Title: International Student Programs Coordinator

Level: 6/7

Faculty/Division: Deputy Vice-Chancellor (Education)

Department/Location: Student Experience Portfolio

### Primary purpose of the position:

The purpose of this position is to coordinate key programs, events and services designed to support onshore international and domestic students at the University of Wollongong to assist with their transition to a new academic institution and/or country/city; and, to help facilitate ongoing dialogue, understanding and friendship between and amongst international and domestic students and the University and broader Wollongong/Illawarra communities.

The International Student Programs Coordinator will ensure that all UOW students are provided with an opportunity to engage in a positive, social student experience based on a consultative approach with students and other key stakeholders including University faculties, Academic Registrar's Division, DVCE portfolio, International Engagement & Coordination, associated entities, administration units and external partners.

### Position Environment:

Student Experience is a strategic priority for the University and is articulated specifically in Goal 2: Learning & the Student Experience (<http://www.uow.edu.au/content/groups/public/@web/@spq/documents/doc/uow135458.pdf>). We are focussed on delivering improvements to the UOW Student Experience through the development of strategies based on evidence and data, implementation of inclusive programs and innovative strategies to engage and support the student population.

The Student Experience portfolio includes the following student support areas: Student Life, Student Communications, Counselling & Disability Services, Student Support Advisors, the Wellbeing Centre, International Student Programs and the coordination of the voluntary Illawarra Committee for International Students (ICIS).

The position requires a high level of communication, cross-cultural skills and event coordination. The ability to work to tight deadlines and shifting priorities is critical. The nature of the work also requires occasional attendance at events scheduled in the evening or during the weekend.

### Major Accountabilities/Responsibilities:

Responsibilities	Outcome	%of time	Office Use Only
1. Plan and coordinate logistics for key UOW student programs and events including Welcome to Wollongong, Networking After 5, UOW Goes Global, ICIS events and day trips, etc	Students engaged in high quality programs and events supported by student feedback and data	35	

2.	Establish and maintain sound working relationships with key groups in the UOW community as well as in the broader Wollongong and Illawarra region	Engaged communities on and off campus supporting UOW programs and events	10	
3.	Proactively develop and deliver programs and events to support the integration of international and domestic students to encourage friendships and supportive social networks	Students engaged in high quality programs and events supported by student feedback and data	10	
4.	Establish effective and efficient volunteer and staff recruitment, coordination and risk management processes to support student programs and events as required eg in the delivery of ICIS conversation groups, BBQs, day trips and other peer support events	Ensure fair and equitable treatment for all staff and volunteers	10	
5.	Act as Coordinator for the ICIS Committee including financial and relationship management of committee budget, members and volunteers and coordination of the English Conversation Group (ECG) and day trip programs	Students engaged in high quality programs and events supported by student feedback and data	10	
6.	Build upon existing community engagement initiatives to open new opportunities for international students to integrate into Australian society and have culturally enriching experiences eg Bomaderry High School Cross Cultural Awareness Initiative funded under the '2013 NAB Schools First Impact Award'; Corrimal Rotary; and the Kenny Street Aboriginal Cultural Centre programs	Students engaged in high quality programs and events supported by student feedback and data	10	
7.	Develop effective event procedures, undertake feasibility evaluations for potential programming and provide advice on overall improvements to the UOW student experience based on evidence and broad stakeholder consultation	Students engaged in high quality programs and events supported by student feedback and data	5	
8.	Provide management reporting for programs and events within the portfolio eg ICIS, Student Life, etc	Effective decision making	5	
9.	Contribute to other events and projects at all UOW campuses as required to support a consistent quality in the overall student experience	Students engaged in high quality programs and events supported by student feedback and data	5	
10.	Observe principles and practices of Equal Employment Opportunity	Ensure fair treatment in the workplace	Ongoing	
11.	Have OH&S responsibilities, accountabilities and authorities as outlined in the <a href="http://staff.uow.edu.au/ohs/commitment/responsibilities/document">http://staff.uow.edu.au/ohs/commitment/responsibilities/document</a>	Ensure a safe working environment for self and 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:	Director, Student Experience
The position supervises the following positions:	Management Cadet during period of rotation; events teams including casual staff and volunteers
Other key contacts:	Staff within: <ul style="list-style-type: none"> <li>• DVCE Portfolio</li> <li>• Student Support Advisers</li> <li>• Academic Registrar's Division</li> <li>• International Engagement &amp; Coordination</li> <li>• URAC and UniCentre</li> <li>• University faculties</li> <li>• Regional campuses</li> <li>• ICIS committee members and volunteers</li> </ul>

### Key Relationships:

#### Contact/Organisation:

Students  
Student Life team  
Student Experience Portfolio units  
Student Support Advisers  
Academic Registrar units  
ICIS Committee executive  
UniCentre and URAC  
ICIS Committee members  
International Engagement & Coordination  
Accommodation Services  
Faculties  
Office of Advancement  
Community members and service providers

#### Purpose & Frequency of Contact:

Provision of service and information, Daily  
Liaison, Daily  
Liaison, Daily  
As required  
Liaison, Weekly  
Liaison, Weekly  
Liaison, Weekly  
Liaison, Weekly/Monthly  
Liaison, Monthly  
Liaison, Monthly  
Liaison, Monthly  
Liaison, Monthly  
Liaison, Monthly

## Key Challenges:

1. Aligning student programs and events with key UOW strategic objectives
2. Enhancing and maintaining relationships with key stakeholders eg UniCentre, URAC, ICIS etc
3. Balancing general program and events coordination with ICIS Committee support responsibilities

## SELECTION CRITERIA - Knowledge & Skills:

### Essential:

- High level verbal and written communication skills
- Demonstrated ability to communicate effectively and sensitively with staff and students from diverse cultural backgrounds
- Knowledge and understanding of International Student needs and issues
- Demonstrated skills in successful program and event creation, planning, delivery, project management and stakeholder engagement
- Extensive experience in managing and leading staff and volunteers
- Budget management knowledge and experience
- Demonstrated creative problem-solving and solution creation

### Desirable:

- Knowledge of the higher education sector and the operations of a University
- Knowledge of policies and procedures relevant to international students in higher education
- Website content management experience
- Experience in implementing communication plans across various channels and audiences
- Knowledge of external services relevant to international and domestic students

## SELECTION CRITERIA - Education and Experience:

### Essential:

- Degree with relevant experience, or equivalent combination of relevant experience and/or education/training
- Experience in delivering a diverse range of high quality programs and/or events for a diverse cultural population

### Desirable:

- Demonstrated experience in community development programs
- Experience in a range of client service environments and with diverse stakeholders
- Experience applying for grants and seeking external funding
- Experience in working with a team of varying levels

## Personal Attributes:

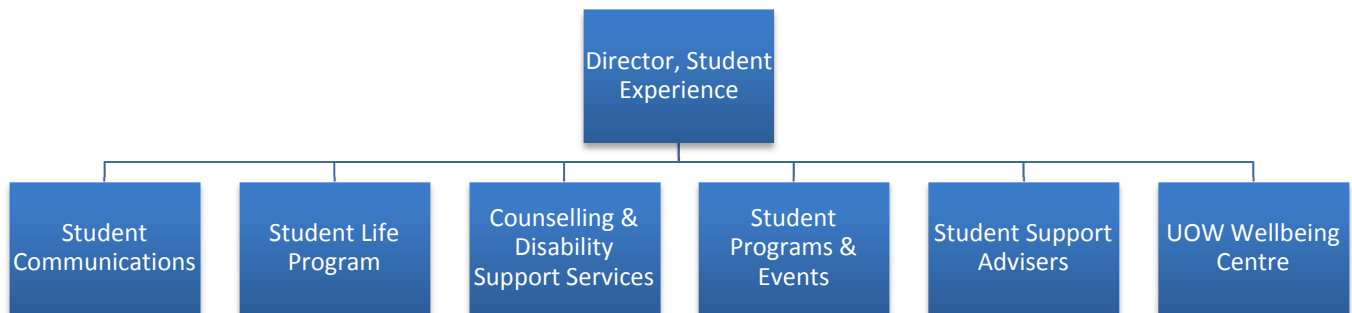
- Empathy for students and culturally sensitive and aware
- A problem solver who takes responsibility for action and works effectively under pressure
- Ability to communicate effectively at all levels of an organization and in the community

- Ability to manage a broad range of activities at once and to provide service to a diverse stakeholder group
- Strong client focus
- High level of creativity

**Special Job Requirements:**

- Flexibility to respond quickly to changing client needs
- Demonstrated capacity to represent the University in a professional manner with both internal and external stakeholders
- Occasional attendance at events scheduled in the evening or during the weekend

**Organisational Chart:**



**Approval:**

Approval by Head of Unit: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_