

POSITION DESCRIPTION – General Staff For levels 1 to 5

Position Title: Inbound Programs Coordinator Level: 5
 Division: International Services and Development
 Department: International Engagement and Coordination/Office of Global Student Mobility

Primary purpose of the position:

The Inbound Programs Coordinator role coordinates the University's inbound mobility efforts including marketing, recruitment, admissions and administration of all inbound, non-award study abroad and exchange programs and the Visiting Research Program, totalling over 600 participants per year. The role includes case managing incoming participants through all phases of their program: application, offer and confirmation of enrolment (COE); arrival and orientation; period of study and program completion. The role also includes the coordination of promotional collateral and overseas recruitment events.

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 Responsibilities:

Tasks	Percentage of time	Office Use Only
<p>1. Inbound program coordination: Oversee the case load of applicants and participants throughout the mobility program cycle including:</p> <ul style="list-style-type: none"> • Case manage applicants in study abroad and exchange programs, short courses, and Visiting Research programs. • Draft procedures and administer the incoming program including: <ul style="list-style-type: none"> – Select exchange applicants for admission based on agreed balances (according to inbound/outbound EFTSL); – Assess applications for Study Abroad and Exchange based on Admissions criteria and English language requirements; and – Coordinate offer and COE documentation. • Advise and liaise with participants, parents, home institution advisors, and UOW in relation to participants. • Coordinate the study plan approval process. • Coordinate Overseas Health Cover uploads and payments with Academic Registrars Division and the relevant provider. • Coordinate requests for and issue of transcripts to partner universities. • For each participant, act as the point of contact between UOW and: 	85%	

<ul style="list-style-type: none"> - Students' home university Study Abroad Adviser; - The Academic Registrar's Division; - Accommodation Services; and - Relevant UOW Faculty and staff. <ul style="list-style-type: none"> • Coordinate and conduct events for participants including: Orientation, Meet and Greet and Farewell events. 		
<p>2. Marketing and Promotion</p> <ul style="list-style-type: none"> • Develop relationships at the faculty level within the University for development of study themes and streamlining of study plan approval process. • Contribute to UniAdvice country plans for, and implement, inbound mobility program promotions including: <ul style="list-style-type: none"> - Coordinate development of marketing program collateral and e-marketing including videos, website and Facebook. - Conduct overseas information sessions. - Coordinate and participate in off-shore recruitment events. 	15%	
3. Observe principles and practices of Equal Employment Opportunity	Ongoing	
4. Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	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:	Senior Coordinator, Student Mobility
The position supervises the following positions:	Study Abroad and Exchange Advisor; Casual staff
Other Key Contacts:	DVC (International), Director, International Engagement and Coordination, Manager, Student Mobility

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated knowledge of student mobility programs (taking into account academic and home country considerations).
- Excellent interpersonal skills, including the ability to work both independently and in a team environment.

- Excellent written and oral communication and relationship management skills, with a sophisticated understanding of cross-cultural communication.
- Knowledge of a range of marketing communication channels appropriate to education program promotion.
- Ability to manage relationships with key internal and external stakeholders.
- Ability to make judgements on appropriate level of response.

Desirable:

- Ability to successfully manage any personal, academic, or welfare issues which may arise during student mobility programs.
- Previous participation in an exchange or study abroad program.

SELECTION CRITERIA - Education and Experience:

Essential:

- Relevant undergraduate degree .
- Prior international experience (in the form of a period of study abroad/exchange or employment; or significant independent travel).
- Experience interpreting and recommending changes to procedures.
- Previous experience in a front line customer service role and demonstrable commitment to the provision of superior customer service.
- Previous administrative experience in an office environment including database management.

Personal Attributes:

- Excellent time management skills and the ability to meet deadlines, prioritise effectively and cope with high volume workloads.
- Belief in the value of mobility programs, and the ability to articulate their features and benefits.
- Ability to adapt to changing work priorities and workloads.

Special Job Requirements:

- Overseas travel (indicative – periods of up to 3 weeks 2 or 3 times annually) is a requirement of the role.
- Australian driver's licence.

Organisational Chart:

Organisational chart coming soon.

Approval:

Approval by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____