

POSITION DESCRIPTION – General Staff For levels 1 to 5

Position Title: International Student Compliance Officer Level: 5
Faculty/Division: Academic Registrar's Division Department/Location: Administration

Primary purpose of the position:

The International Student Compliance Officer supports the University maintaining its obligations under the Education Services for Overseas Students (ESOS) Act by implementing international student administrative processes that are guided by the "National Code". The International Student Compliance Officer will be committed to the provision of excellent customer service, case management and to the maintenance of effective communication and reporting with all key stakeholders.

Position Environment:

Client Service is a unit within the Academic Registrar's Division. The Division coordinates all UOW student administrative matters by providing outstanding customer service and support to the University community. The major business areas of ARD include (i) Client Service, service delivery to University students, (ii) Academic Administration, ensuring delivery of support for major student life cycle elements (iii) Governance, facilitating effective decision-making throughout the University (iv) Student Systems and (v) Enterprise Content Management, management of University website, records and digital signage network.

ARD operates under the University Administration Quality Management System (QMS) that is certified to ISO 9001:2008.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Provide guidance and exceptional customer service to UOW international students on matters relating to enrolment patterns, letters of release, leave of absence, visa enquiries and other international student compliance related matters and provide continuous reporting through PRISMS (Provider Registration and International Students management System).	40%	<input checked="" type="checkbox"/>
2. Improve, develop and implement procedures for the efficient and effective administration of ESOS compliance issues (including quality control and data checking) that affect UOW policy to ensure that the University and onshore international students satisfy ESOS obligations. Overseeing the University's compliance under the ESOS Act and the National Code.	15%	<input checked="" type="checkbox"/>
3. Maintain relationships with key stakeholders including, but not limited to: liaising with the Department of Immigration & Border Protection, Faculty Staff, Academic Services Division in particular the Student Support Advisors, UniAdvice and UOW College regarding requests for information about students.	10%	<input checked="" type="checkbox"/>
4. Create and update relevant information as required, including website maintenance of international student compliance matters and contribute to planning, goal setting and continuous improvement initiatives.	15%	<input type="checkbox"/>
5. Assisting with issuing of Confirmation of Enrolments	10%	<input checked="" type="checkbox"/>
6. Participating in the ESOS Reference Group, ISANA, attending Dept of Education and	5%	<input type="checkbox"/>

Department of Immigration and Border Protection workshops.		
7. Participate in Student Orientation program, including presenting and designing information leaflets for international students. Design and deliver staff training and workshops and information sessions for international students.	5%	
8. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	Ongoing	■
9. Observe principles and practices of Equal Employment Opportunity	Ongoing	■
10. 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: Fees & Compliance Manager

The position supervises the following positions: Compliance Assistant

Other Key Contacts: Institutional Compliance Officer (Academic Quality & Standards)
 Staff within the Academic Registrar's Division
 Student Support Advisors
 Staff within UniAdvice
 Faculty Staff
 Careers Central

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Ability to problem solve and exercise judgment in a fast-paced, deadline driven and complex environment
- Experience in a busy customer service orientated environment
- Excellent oral, written and interpersonal communication skills
- Demonstrated ability to work independently and as a part of a dynamic team

Desirable:

- Knowledge of Education Services for Overseas Students (ESOS) and National Code legislation
- Knowledge of higher education environment
- Supervising staff

SELECTION CRITERIA - Education and Experience:

Essential:

- A degree and subsequent relevant work experience; or an equivalent combination of relevant experience and/or education and training
- Demonstrated experience initiating, improving and implementing effective and compliance administrative processes and procedures
- Demonstrated capacity to communicate and work effectively with a variety of key stakeholders and with individuals and organisations from various cultural backgrounds
- Demonstrated capacity to process high work volume quickly and accurately
- Experience in MS Office suite of programs and the development, maintenance and manipulation of database for effective input and retrieval of key data.

Desirable:

- Experience dealing with International Students

Personal Attributes:

Passion for customer service

Capacity to work effectively and professionally under pressure

Openly respects individual differences and demonstrates empathy

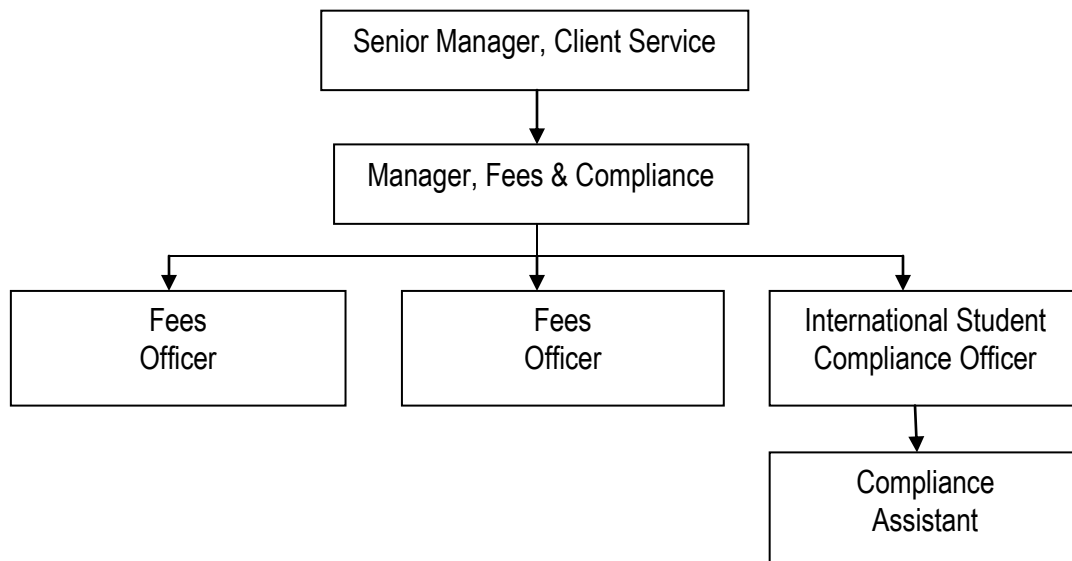
Reliable and motivated individual who uses initiative and can work autonomously

Commitment to teamwork

Special Job Requirements:

Ability to work extended hours as required, for example during student life cycle events

Organisational Chart:



Approval:

Approval by Head of Unit: Senior Manager Client Service

Date: 09.01.2014

Approved by Human Resources: Recruiter

Date: 30 January 2014