

Study Abroad Coordinator

HEP Level 7

POSITION NUMBER	909258
ORGANISATIONAL UNIT	VU Global
POSITION REPORTS TO	Study Abroad Manager
OVERALL PURPOSE	<p>The overall purpose of the Study Abroad Coordinator is to coordinate, promote, implement, and evaluate Study Abroad and student exchange activities, including the administration of student mobility scholarships, loans and grants.</p> <p>The role builds participation by VU enrolled students in outbound global learning and supports inbound Study Abroad and exchange students to undertake one or two semesters at VU. As such, this role requires effective liaison with colleges and central services, partner institutions, funding bodies and relevant government and non-government agencies.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the Study Abroad Manager and other staff within VU Global . ◆ works with Student Services and Colleges. ◆ supervises the casual staff and/or student volunteers within the department <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ overseas partner universities, organisations and the Australian Government.
LOCATION/CAMPUS	<p>The position is currently located at the City Queen campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.</p>

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

VU Global

VU Global is Victoria University's strategic portfolio dedicated to enhancing its international engagement and expanding its global presence. It aims to broaden the University's partnerships with international universities, research institutions, industry stakeholders, and government bodies, with a view to enhancing global student participation within a dual-sector educational environment.

By driving international student growth, promoting global learning mobility programmes, advancing Transnational Education (TNE) initiatives, and enriching the international student experience, VU Global seeks to position Victoria University as a leader in international education. VU Global leads the University's internationalisation agenda through the continuous development and implementation of strategies centred around:

- International Engagement and Business Development
- International Pathways and Partnerships
- Learning Mobility and Study Abroad
- International Scholarships and Sponsorships
- International Admissions and Operations
- International Systems and Analytics
- International Marketing and Communications
- Transnational Education (TNE)

To support these objectives, VU Global strategically partners with an extensive network of education agents, industry partners, government entities and peak bodies both nationally and across the globe.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Engage at a high level with internal and external stakeholders to coordinate international mobility programs including semester exchanges, study tours, short term programs, placements and internships.
- ◆ Establish and maintain relationships with partner institutions; oversee student application pipelines and joint promotional activities; manage exchange balance monitoring and reconciliations, whilst providing timely data and escalating issues as required.
- ◆ Provide timely, accurate advice to stakeholders including academic and professional staff, students, and Australian/overseas government agencies on student mobility; handle complex enquiries on exchanges, short term programs, study tours and Study Abroad at VU.
- ◆ Administer external student-mobility grants and scholarships, including selection processes, application processing, tracking, reporting and (where applicable) acquittals.
- ◆ In conjunction with Web Communications and Marketing, develop and produce digital and print communications and marketing collateral for Study Abroad and exchange programs
- ◆ Coordinate and analyse student feedback activities, (e.g., experience surveys) and report insights to inform continuous improvement of the mobility student experience.
- ◆ Plan, coordinate and represent VU Global at onshore and offshore marketing, recruitment and promotional events (e.g., Open Day, pre-departure sessions, lectures, seminars, workshops, exchange fairs, international education conferences and relevant government events) to build communication channels and networks.
- ◆ Collaborate with the Study Abroad Manager, develop and implement data-informed marketing, promotional and recruitment strategies for exchange and Study Abroad, using VU Global performance data and relevant market intelligence.
- ◆ Maintain accurate incoming and outgoing mobility data (e.g., in the Victoria Abroad database) and prepare timely internal and external reports. Identify and implement improvements to policies, procedures and processes to streamline partner management and application workflows, increasing the reach and efficiency of VU's student mobility program.
- ◆ Monitor and report on allocated budgets/funds (e.g., mobility scholarships, marketing activities) in line with University policies.

TYPICAL/MAJOR CHALLENGES

- ◆ Operate effectively in a dynamic environment, demonstrating resourcefulness, initiative and responsiveness to emerging opportunities. Managing multiple concurrent activities with competing priorities, fixed deadlines and interdependencies across operational areas.
- ◆ Exercise sound judgement in independent decision-making and collaborate effectively on shared decisions with relevant stakeholders.
- ◆ Navigate complex and evolving international mobility regulations, program rules and partner-institution requirements.

LEVEL OF SUPERVISION

Operates under broad direction from the Study Abroad Manager and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Expertise in education-abroad (student mobility) services for domestic and international students.
- ◆ Capacity to develop and implement programs and projects within area of expertise, with impacts across other areas of the University's operations.
- ◆ Knowledge of systems and data governance relevant to mobility operations (e.g., mobility databases/CRMs, reporting tools, privacy and records management). Knowledge of University operations, governance and decision making processes, including quality assurance policies and procedures and other relevant legislative requirements.
- ◆ Knowledge of the University's academic programs and structures, and relevant stakeholders.
- ◆ Familiarity with federal and state legislation and policy relevant to the tertiary education sector and its impact in their area of responsibility.

KEY SELECTION CRITERIA

Essential

1. Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training
2. Highly developed stakeholder engagement, interpersonal and liaison skills, including the ability to respond to enquiries, deliver effective public presentations, and produce high-quality written documentation.
3. Experience in the coordination of innovative and engaging events and activities and flexibility to occasionally work non-standard hours to meet critical event deadlines and participation.
4. Well demonstrated capacity to work on multiple projects with limited assistance simultaneously and independently or in a team environment and deliver results determined by critical dates in an organisational environment.
5. Demonstrated experience working with external and government agencies on grants and scholarships, including the ability to interpret eligibility criteria, prepare and assess applications, manage compliance and reporting obligations
6. International or cross-cultural experience with the ability to liaise with and understand different cultures and manage confidential and sensitive material.
7. Demonstrated skills in the delivery of programs and ability to research, prepare and analyse reports and data related to the provision of education abroad services.
8. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable

1. Demonstrated knowledge of university admissions processes.
2. Previous participation in a study abroad or exchange program, or other relevant international experience.

Organisational Chart



*denotes position