

International Student Officer

HEP Level 5

POSITION NUMBER	48253G
ORGANISATIONAL UNIT	VU Global
POSITION REPORTS TO	International Communications Manager
OVERALL PURPOSE	The overall purpose of the International Student Officer is to provide excellent customer service to prospective international students and key stakeholders, through the provision of accurate and appropriate information and assistance. This service is provided through multiple channels including face-to-face, online and via telephone.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with VU Global staff ◆ works with Student Services staff and broader University community <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Prospective international students ◆ General members of the public
LOCATION/CAMPUS	The position is currently located at the City 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.

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

- ◆ Deliver excellent customer service, as the first point of contact for prospective and current international students and visitors, in response to enquiries received through multiple channels including face-to-face, online and telephone
- ◆ Provide general information and factual advice to prospective international students and generate standard correspondence to routine enquiries.
- ◆ Provide advice and assistance to international students on compliance and financial issues, ensuring that students are sufficiently informed about their obligations under the Education Services for Overseas Students (ESOS) Act and the National Code of Practice 2018.
- ◆ Support the International Recruitment team to execute conversion campaigns, targeting prospective international students.
- ◆ Process student applications and payments, including tuition fees and Overseas Student Health Cover (OSHC), updating relevant databases and records.
- ◆ Evaluate process and track international student applications in accordance with set procedures in order to maximise student enrolments.
- ◆ Maintain up-to-date records and generate routine reports to support conversion campaigns and compliance requirements.
- ◆ Provide general training to staff as per standard operating procedures.
- ◆ Attend selected marketing and recruitment events within Australia and provide factual advice and information to prospective international students.
- ◆ Adhere to and co-operate with all OHS policies and procedures of the University.

TYPICAL/MAJOR CHALLENGES

- ◆ Display initiative and exercise judgement in the provision of high-level administrative support.
- ◆ Operate within University policies, procedures and guidelines while working in a fast-paced environment.
- ◆ Balancing high enquiry volumes while ensuring accuracy and compliance with ESOS and National Code requirements.
- ◆ Identifying when to escalate complex immigration or compliance issues to senior staff.
- ◆ Work effectively in a changing environment that requires responsiveness to new opportunities and shifting priorities.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from the Senior International Enquiry and Conversion Officer and the International Communications Manager and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Broad knowledge of the Australian education system and government policy affecting international students.
- ◆ An understanding of role related University/College policies and procedures and how they interact with other related functions.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel.

- ◆ Aptitude or ability to work with relevant University systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

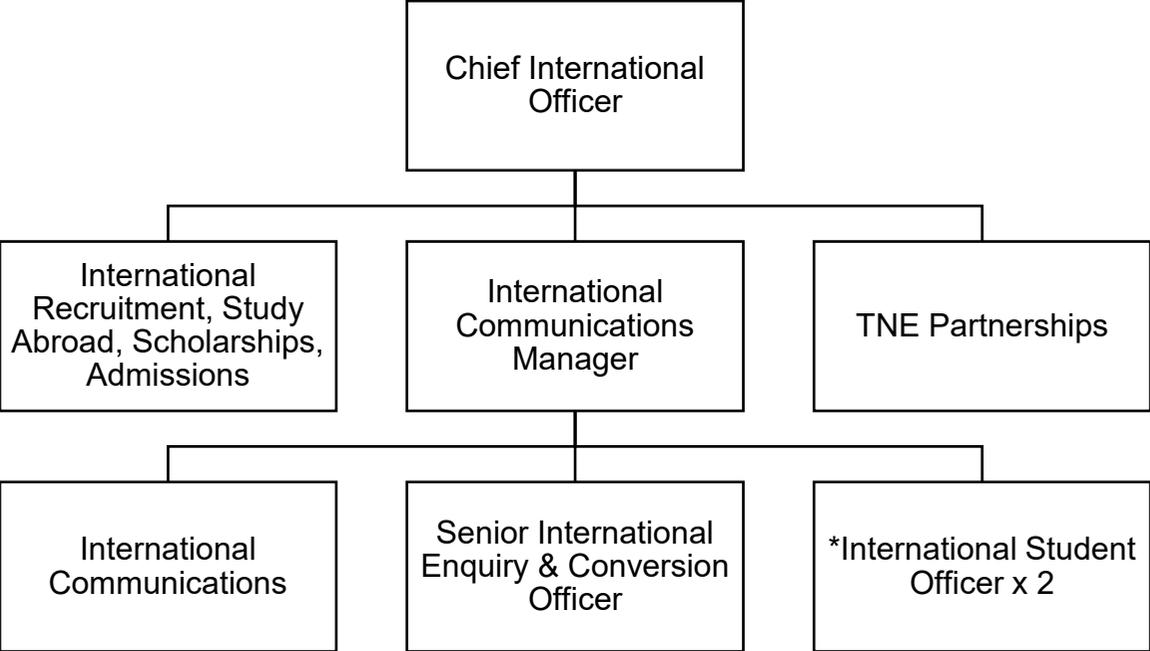
Essential

1. Knowledge or Training Equivalent to: Completion of a degree without subsequent relevant work experience; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or completion of a post-trades certificate or advanced certificate and extensive relevant experience as a technician; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in a customer service position and commitment to delivering high quality client/customer service and support.
3. Proficiency in, or capability to learn, all aspects of standard office productivity software, including Microsoft Word, Excel, and Outlook, together with the skill base to quickly gain working knowledge of any University-based systems, such as Student One and the international admissions system EAAMS.
4. Well-developed verbal and written communication skills, ability to maintain confidentiality and demonstrated commitment and capacity to deliver quality client/customer service in a team environment.
5. Excellent organisational skills with the ability to determine priorities, schedule work to meet deadlines.
6. Demonstrated ability to exercise appropriate discretion and deal appropriately with confidential information.
7. Demonstrated ability to work cooperatively and effectively as part of a team, together with the capability to work alone/independently.
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.
9. Willingness to commit to the VU Values and Behaviours:
 - Values - Access, Excellence, Respect
 - Behaviours - Engagement, Collegiality, Courage

Desirable

1. Experience in the international education sector.

Organisational Chart



*denotes position