

Offshore Administration Officer

HEP Level 5

POSITION NUMBER	961156
ORGANISATIONAL UNIT	Centre of VU Transitions
POSITION REPORTS TO	Manager VU English (China Programs)
OVERALL PURPOSE	The overall purpose of the Offshore Administration Officer is to provide professional administrative and student services support for offshore English language programs in China
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the management and colleagues in Centre of VU Transitions (CoVUT) ◆ also works with Trans Education Partnerships, Student Services, People and Culture <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ External Stakeholders including oversea partner universities, agencies and corporate entities
LOCATION/CAMPUS	The position is currently located at the City Tower 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

The Centre of VU Transitions (CoVUT) provides the University's delivery of English language courses for onshore international Students and offshore students at Chinese partner institutions, in addition to foundation studies programs and higher education diploma programs of both domestic and international onshore students

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high-quality administrative and student support by maintaining accurate records, responding to enquiries, liaising with partners and stakeholders, managing routine administrative processes with limited supervision, exercising sound judgement and problem-solving skills, and ensuring compliance with university policies, systems, and legislative requirements while escalating complex matters as needed.
- ◆ Maintain accurate and compliant student records for offshore cohorts in Victoria University systems, including initial enrolments, changes to enrolment, withdrawals, course completion and finalisation, in accordance with legislative, policy and compliance requirements, and within agreed timelines.
- ◆ Prepare and manage operational student documentation, including student contact lists, attendance and assessment spreadsheets, delivery plans, graduation documentation, and ensuring all Student One entries are current and compliant with relevant legislation.
- ◆ Prepare, coordinate and maintain student assessment documentation, liaising with teachers, coordinators and offshore partners to ensure timely completion of assessment processes and communicating results to students as required.
- ◆ Provide professional reception and customer service to internal and external stakeholders and other visitors.
- ◆ Provide administrative support for recruitment processes and management of teaching staff in China, including coordinating interviews across time zones, preparing offer documentation, collecting documentation for work permits and visas, arranging travel and accommodation, maintaining staff files, and managing tracking spreadsheets for qualifications, documentation and travel.
- ◆ Maintain and contribute to the improvement of operational documentation and systems, including monitoring and organising the Offshore Programs SharePoint folders and preparing and updating key program documents such as course guides, delivery plans, operational manuals, procedures, and teacher and coordinator guidelines.

TYPICAL/MAJOR CHALLENGES

- ◆ Supporting large-scale offshore operations across multiple locations and time zones, often working closely with industry and offshore partners who are not co-located on campus.
- ◆ Balancing competing priorities in a high-volume, compliance-driven environment while maintaining accuracy and service quality.
- ◆ Managing the preparation and ongoing maintenance of a large volume of supporting documentation in accordance with established policies, procedures, and compliance requirements.

LEVEL OF SUPERVISION

Operates under routine supervision/general direction from Manager VU English (China Programs) and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ 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. A current E (Employee) Working with Children Check.
3. Proficiency in Microsoft Office applications (Word, Excel, Access, Outlook) and the ability to quickly gain working knowledge of University systems such as Finance 1 and Alesco/Ascender.
4. Well developed verbal and written communication skills, including the ability to maintain confidentiality.
5. Well developed interpersonal skills, including the ability to interact effectively with a diverse range of staff and students in a University environment.
6. Demonstrated ability to work both independently and collaboratively as part of a team to achieve position objectives.
7. Demonstrated commitment and capacity to deliver high-quality client/customer service.
8. Demonstrated ability to exercise initiative, judgement, and decision-making, including the ability to organise and prioritise work in a busy environment and meet competing deadlines.
9. 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. Knowledge of and previous experience in a tertiary education institution.
2. Experience using student information and/or financial management/HR reporting systems. (Finance 1, Alesco/Ascendor, VUSIS, VU CONNECT/STAFF, CONNECT, INFOVU).