

Partnerships Coordinator

HEP Level 6

POSITION NUMBER	965386
ORGANISATIONAL UNIT	TNE Partnerships, VU Global
POSITION REPORTS TO	TNE Program Manager, China
OVERALL PURPOSE	The overall purpose of the Partnerships Coordinator is to coordinate and deliver high-level administrative and program support services to enable the effective operation and development of the University's Transnational Education (TNE) Partnerships and programs.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the Director, TNE Partnerships, TNE Program Managers and other members of the TNE Partnerships team. ◆ works with all staff across University academic and support areas including the Students and Finance portfolios. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ TNE partner staff and related agencies
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

The TNE Partnerships Unit is responsible for the development and management of Victoria University's transnational education partnerships and program operations. With around 8000 students enrolled in ELICOS and higher education courses, the University is one of the largest providers of Australian qualifications outside Australia. VU's current TNE partners are located in eight locations across China, Malaysia, India, Vietnam and Sri Lanka.

The TNE Partnerships Unit is also responsible for oversight of partnership and contract management as well as course delivery arrangements for the Sydney and Brisbane campuses, working closely with VU's partner, Education Centre of Australia.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high level organisational and administrative support to ensure efficient program operations and a high level of service to relevant internal and external stakeholders offshore and at VU's interstate campuses in Sydney and Brisbane.
- ◆ Provide market intelligence and administrative support the development of new partnership initiatives through research, coordination and administrative assistance.
- ◆ Plan, and coordinate program and project activities across the TNE lifecycle in line with the requirements and timelines set by relevant University procedures, TNE Partnerships' Standard Operating Procedures, and academic calendars.
- ◆ Liaise effectively and professionally with partner staff and key internal stakeholders to provide quality and timely advice to staff and students, gather and share information to support effective program delivery.
- ◆ Undertake the administration of finance processes, including enrolment reconciliation, invoicing, maintaining invoice and taxation records, student payments, processing purchase orders, and related duties, utilising Student One, Finance One and other University systems.
- ◆ Provide a range of administrative services such as drafting TNE Agreements and Operative Schedules and TNE program performance-related reports, maintaining risk registers, and ensuring efficient record-keeping and document management.

- ◆ Coordinate management committee and other meetings, and partner staff workshops for assigned partnerships, including preparation of agendas, papers, minutes and correspondence, logistics and follow up on action items.
- ◆ Work with the TNE Program Manager and other stakeholders to organise and coordinate logistics and scheduling for assigned inbound and outbound delegations, student and staff group visits and partner-related events.
- ◆ Contribute to the development, implementation, management and review of the TNE Partnerships Unit's Standard Operating Procedures to ensure ongoing relevance and efficiency, and alignment with University systems, policies and procedures.
- ◆ Comply with all University governance and relevant legislative requirements.
- ◆ Implement and apply relevant University policies, procedures and systems to support effective program delivery.
- ◆ Share VU's commitment to Equity & Diversity and VU values and behaviours and display these in the way they go about their work.

TYPICAL/MAJOR CHALLENGES

- ◆ Exercise judgement to prioritise competing program and operational demands within agreed timelines. Provide high-level administrative advice and resolve issues within established policies and procedures.
- ◆ Manage relationships with diverse internal and international stakeholders while ensuring consistent service delivery.

LEVEL OF SUPERVISION

- ◆ Operates under broad direction from the TNE Program Manager.
- ◆ May have extensive supervisory and line management responsibility for technical, clerical, administrative and other non-professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Requires dual sector perspective and understanding of TAFE and HE.
- ◆ Knowledge and understanding of policies, regulations and procedures of relevant University and government departments relating to their area of responsibility.
- ◆ Understanding of roles of managers in their area and how the managers interact with other parts or the University, clients and partners.
- ◆ Knowledge and experience of Microsoft Office Suite (Word, Excel, PowerPoint).
- ◆ Aptitude or ability to work with relevant University systems and databases.
- ◆ Awareness of quality assurance policies and procedures and other relevant legislative requirements.
- ◆ Ability to interpret and apply policies, procedures and systems relevant to TNE operations.

KEY SELECTION CRITERIA

Essential

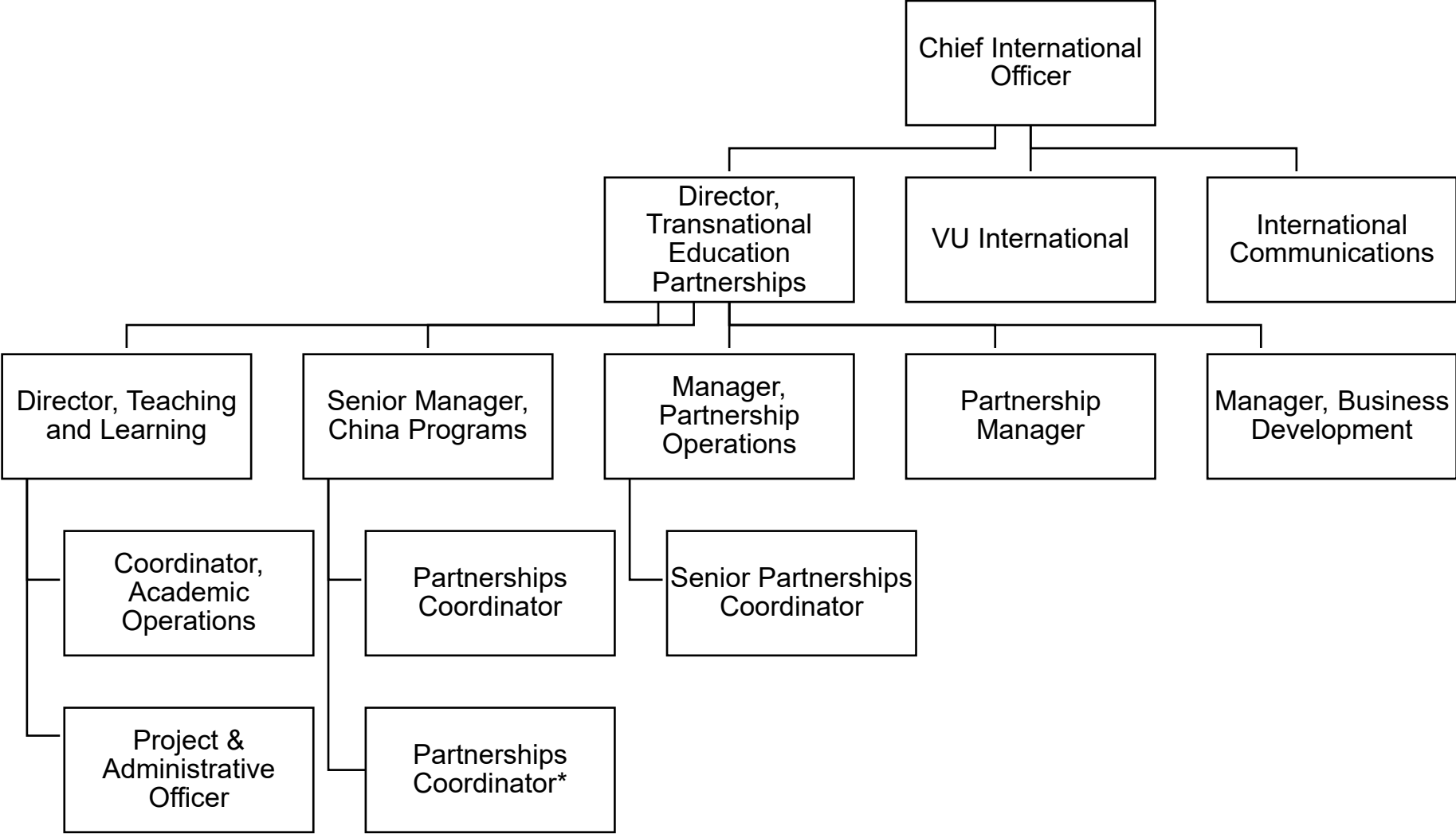
1. Knowledge or Training Equivalent to: Completion of a degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and /or education/training.
2. Well-developed verbal and written communication and interpersonal skills, and the ability to deal with a diverse range of staff, students and complex issues in cross-cultural settings with sensitivity and confidentiality.

3. Excellent administrative, organisational and time management skills, with demonstrated ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within tight timeframes.
4. Demonstrated ability to prepare accurate and timely reports, including data analysis and financial tracking, to support program operations and decision-making.
5. Experience in project and event management, utilising a range of digital tools, as well as risk and stakeholder management.
6. 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.
7. Willingness to commit to the VU Values and Behaviours:
 - Values - Access, Excellence, Respect
 - Behaviours - Engagement, Collegiality, Courage

Desirable

1. Relevant work experience in the tertiary education sector, including understanding and knowledge of current issues particular to the international education industry and Transnational Education markets and operations.
2. Ability to communicate in a second language (Chinese Mandarin or other Asian language) is highly desirable), and experience/ knowledge of Asian cultures.

Organisational Chart



*denotes position