

# International Systems Manager

## HEP Level 8

<b>POSITION NUMBER</b>	964856
<b>ORGANISATIONAL UNIT</b>	VU Global
<b>POSITION REPORTS TO</b>	Director, International
<b>OVERALL PURPOSE</b>	The overall purpose of the International Systems Manager is to lead the development, optimisation and governance of the University’s international recruitment and admissions systems, ensuring they support organisational objectives, regulatory compliance, data integrity and user experience across the international student lifecycle. The role provides expert advice and drives continuous improvement initiatives to enhance system capability, operational efficiency and optimised reporting.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>◆ works closely with the VU Global colleagues, Student Administration,</li> <li>◆ works with other departments across the University including Digital &amp; Campus Services, Colleges etc.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>◆ Software service providers</li> <li>◆ Australian Government departments.</li> </ul>
<b>LOCATION/CAMPUS</b>	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

- ◆ Lead the development, optimisation, and day-to-day administration of VU's international admissions system, agent platform, CRM integrations, etc to ensure they are effective platforms to support the university objectives and priorities.
- ◆ Identify and implement process improvements and automation and integration opportunities to increase productivity, improve reporting, streamline workflows and enhance the student experience.
- ◆ Provide expert advice on systems capability, integration improvements, performance insights and opportunities to enhance decision making and service delivery.
- ◆ Lead testing, implementation and change management activities for system upgrades and enhancements across impacted business areas.
- ◆ Manage system vendor relationships, overseeing contract renewals, tender processes, contract compliance performance management and escalation of system issues.
- ◆ Develop business cases for systems enhancements and lead through implementation in collaboration with the recruitment, admissions, communications, IT and business intelligence teams
- ◆ Initiate and ensure appropriate documentation is maintained for data requests to ensure that program codes and system configurations can be readily understood and updated.
- ◆ Develop and update system integration documentation, training materials and user guides, and deliver training and high-level support to internal systems users.
- ◆ Oversee the administration, performance and integrity of international systems, ensuring alignment with best practice, University policy and regulatory frameworks (e.g. ESOS, privacy, data governance)
- ◆ Ensure systems deliver accurate, timely and reliable data to support reporting, forecasting and planning
- ◆ Build benefits measures to assess systems business needs to priorities systems improvements based on university priorities.
- ◆ Build and maintain effective partnerships across VU Global, IT, Business Intelligence and other stakeholders to ensure systems meet evolving business needs
- ◆ Use systems to extract and compile relevant datasets and produce dashboards and reports that support operational planning and informed decision-making across VU Global.

## TYPICAL/MAJOR CHALLENGES

- ◆ Balancing competing strategic and operational priorities, ensuring system stability while delivering transformation initiatives across multiple stakeholders.
- ◆ Exercising judgement in system design, data governance and compliance, ensuring alignment with evolving regulatory requirements and institutional risk frameworks.
- ◆ Influencing stakeholders with differing priorities, translating technical constraints into business solutions and gaining alignment across diverse groups.
- ◆ Managing system performance and vendor delivery, ensuring continuity of critical services while addressing issues, enhancements and competing demands.

## LEVEL OF SUPERVISION

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

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Significant expertise in enterprise systems management, including system optimisation, integration and performance management in complex organisational environments
- ◆ Demonstrated ability to plan, develop and implement system and process improvements involving significant change and cross-functional impact
- ◆ Strong understanding of tertiary education regulatory frameworks and their application to international student systems (e.g. ESOS, National Code, privacy and data governance)
- ◆ Knowledge of the international student lifecycle and its operational and strategic implications

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training equivalent to: Post graduate qualifications or progress towards postgraduate qualifications and extensive relevant experience, or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education.
2. Demonstrated experience leading and managing complex enterprise systems, including system optimisation, integration and performance improvement
3. Proven ability to analyse business requirements and deliver strategic systems solutions in complex environments
4. Strong understanding of data governance, compliance and regulatory requirements, particularly within the tertiary or international education sector
5. Demonstrated experience in leading system-related projects or initiatives, including stakeholder engagement and change management
6. Highly developed analytical, conceptual and problem-solving skills with the ability to interpret data and inform decision-making
7. Excellent communication and influencing skills, including the ability to translate technical concepts for non-technical stakeholders
8. Demonstrated ability to manage competing priorities and deliver outcomes to critical deadlines
9. Demonstrated experience in data analysis, including interrogating complex datasets, identifying trends and translating findings into strategic recommendations
10. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

# Organisational Chart

