

# POSITION DESCRIPTION



<b>Position</b>	International Relations and Programs Officer
<b>Level/Classification</b>	H0606
<b>Reports to</b>	Manager International Relations and Programs
<b>Unit</b>	International Office
<b>Directorate</b>	International Office
<b>Positions Supervised</b>	Nil

## Position Purpose

Reporting to the Manager International Relations and Programs, the International Relations and Programs Officer is responsible for supporting the implementation of the student and external facing elements of the Study Abroad and Exchange programs as well as programs for the various Australian and overseas sponsoring/scholarship bodies. This position is also responsible for assisting the planning and executing of direct recruitment activities for the various/identified sponsoring bodies and Study Abroad and Exchange partners.

## About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

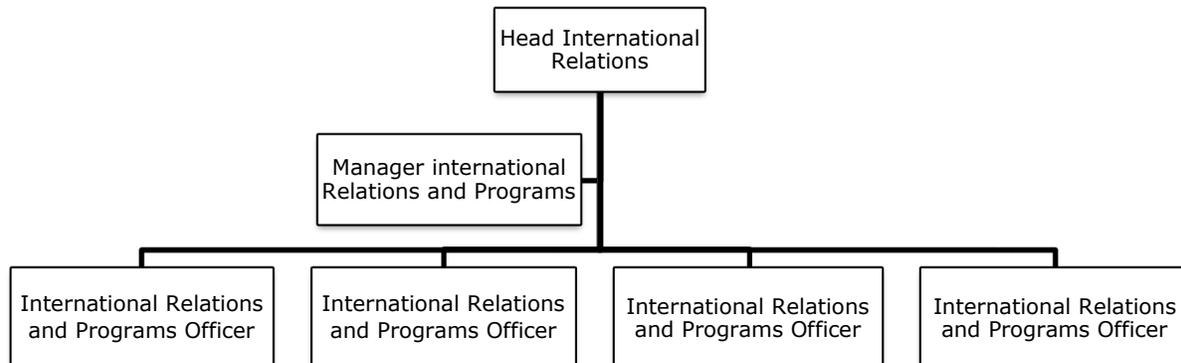
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

## About the Work Area

Murdoch University's International Office is responsible for the recruitment of international students to Murdoch University. Murdoch University's International Office also contributes significantly to building the brand and profile of the University via its extensive offshore marketing activities and development of networks globally, with students, agents, institutions, industry, media and government departments (Australia and overseas).

## Reporting Relationships



## Key Responsibilities/Duties

1. Provide arrival and departure support to students participating in Study Abroad and Student Exchange and sponsored student programs including provision of required documentation, liaison with affected University offices and the Student Village and coordination of orientation and pre-departure activities.
2. Provide ongoing administrative support to sponsored students and those participating in Study Abroad and Student Exchange programs, including pastoral care, advice regarding enrolments, fees, examinations and assessments in collaboration with relevant internal and external stakeholders.
3. Support the development of productive and professional relationships with key sponsoring bodies and Study Abroad and Exchange partners.
4. Administer student disciplinary cases and satisfaction surveys and the transmission of transcripts to exchange partners, sponsors and agents.
5. Provide advice to domestic students regarding Study Abroad and Exchange options.
6. In conjunction with the Marketing and Communications Office, administer social and recreational activities for sponsored, Study Abroad and Exchange students.
7. Establish and maintain effective relationships to facilitate the smooth operation of the sponsored, Study Abroad and Student Exchange Programs with:
  - a) Exchange partners
  - b) Appropriate College stakeholders, Insurance Administrator, Fees and Enrolment
  - c) Regional Manager and partnership manager
  - d) Relevant Government departments and Industry groups
  - e) International Operations team
8. Work in conjunction with the Marketing and Communications Office to design and create appropriate content and collateral, as required.
9. Attend sponsored student, Study Abroad and Student Exchange fairs or Road Shows as required.

10. Facilitate and maintain the Study Abroad/international exchange student database.
11. Act as a contact and liaison officer for Australian government sponsored mobility and scholarship programs such as NCP and Australia Awards.
12. Provide support and advice to the Manager International Relations and Programs
13. Develop positive team ethos within the immediate workgroup through engaged and respectful participation and communication, ensuring alignment with Murdoch's guiding principles and values.
14. Actively promote a culture of service excellence, innovation and continuous improvement by supporting new ways of working within Murdoch International to provide a high level of customer service to the University's stakeholders, ensuring all matters are handled in a responsive, accurate and effective manner
15. Develop working relationships with a variety of University staff and senior management at all levels, University wide.
16. Carry out and assist with other duties as required.

## **Selection Criteria**

### **Essential**

1. Completion of a degree with subsequent work experience; or an equivalent combination of relevant experience and/or education/training.
2. Understanding of principles associated to promoting international programs.
3. Knowledge and understanding of relevant policies, procedures and relevant Industry and regulatory knowledge for International student cohorts.
4. Demonstrated high level of computer literacy and proficiency in the production of high- level work using software such as Microsoft Office applications and specified University software programs, with the capability and willingness to learn new packages as appropriate.
5. Demonstrated high level of organisational, time and workload management skills, including the ability to prioritise workload to meet strict deadlines.
6. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation.
7. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
8. Ability to work in a team environment and flexibility to undertake a diverse range of tasks with minimal supervision.
9. A commitment to Social Justice Principles and an ability to work with people from different cultures, nationalities and backgrounds.

### **Desirable**

1. Previous experience in a University environment.

## **Work Requirements**

1. Current Working with Children Check WA
2. A willingness and ability to travel domestically and internationally as required.

3. Ability to work outside of normal office hours when required.
4. Australian permanent residency or possession of a valid visa with work entitlement in Australia.

## General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

## Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

*We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.*