

POSITION DESCRIPTION

POSITION TITLE:	International Administrative Officer
DIVISION / DEPARTMENT:	International and Business Development/International Office
CLASSIFICATION LEVEL:	TAFE PACCT Level 3
MODE OF EMPLOYMENT:	Full Time
*LOCATION:	555 Latrobe Street, Melbourne
Date:	November 2018

*Note that the incumbent may be required to operate from any work sites of the Institute

GENERAL INFORMATION ABOUT THE INSTITUTE

William Angliss Institute is the Government endorsed specialist training provider for the foods, tourism, hospitality and events industries and is recognised as Australia's leading provider of training for these key industry sectors. The Institute aims to provide excellent vocational education and training services for industry, students and government in Victoria, Australia and globally.

Programs offered by William Angliss Institute range from one-day courses and weekend industry training, through to apprenticeships, nationally recognised certificates and two-year full-time advanced diploma programs. Specialist degree programs extend the Institute's portfolio to provide higher level business and management education. Close links with industry and continuing innovation in the delivery of services ensure the relevance of programs to today's workplace.

GENERAL INFORMATION ABOUT THE DEPARTMENT

The International's primary objective is the planning, implementation and monitoring of all aspects of the Institute's international activities.

The two main areas of activity are:

- Selection and screening of qualified international students for enrolment in accredited Institute courses, provision of support services, monitoring of student progress and establishing continuing contact with overseas students; and
- Identification and development of international and national project opportunities and the management of such projects. This will include sourcing opportunities, developing commercial project proposals, tender bids, establishing and expanding international business networks to maximise the commercial return of international and national projects and market position of the Institute.

PRIMARY PURPOSE & OBJECTIVES OF THE POSITION

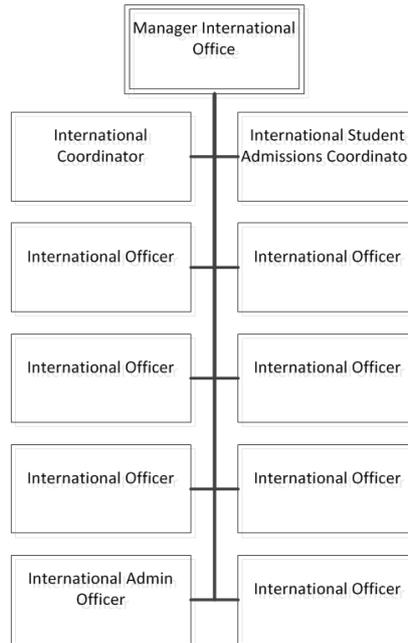
Provide administrative and operational support particularly in relation to the office operations to ensure the smooth running of the International office.

Undertake administrative duties associated with processing of required documents for prospective and current international students from initial enquiries through to the completion of the admission process.

Provide excellent customer service both in person and over the phone to clients (including agents and students) of the International Office.

REPORTING RELATIONSHIPS

The International Officer reports to the Manager International Office. There are no subordinates to this role.



KEY DUTIES

Provide reception services to support the International Office by handling and directing enquiries and services as appropriate and to ensure efficient and quality service.

Prioritise daily workloads to ensure the smooth operation of the area; this also includes administrative duties such as handling and directing enquiries, the collection and dissemination of mail on a regular basis, filing scheduling of meetings, requisition of office supplies, dispatch of materials booking of rooms and taking and dissemination of minutes of meetings.

Undertake administrative duties associated with processing of required documents for prospective and current international students from initial enquiries through to the completion of the admission process.

Implement processes relating to enquiries, application, admission, enrolment, re-enrolment, Overseas Student Health Cover (OSHC) arrangement, payment of fees and orientation programs for international students in consultation with the Manager ensuring all requirements are met. This also includes maintaining accuracy of the international student database and hard copy files to facilitate the management of international student enrolments (including enrolments in offshore campuses).

Assist the International Marketing team in preparation for marketing activities, on and off campus.

Arrange accommodation and airport on-arrival reception for international students.

Liaise and communicate (both written and verbal) to potential international students and/or their sponsors, current international students, Institute representatives, members of the public, government departments, international student coordinators and international student support staff.

Prepare invoices and purchase orders using Finance One for the International Office and ensure correct financial procedures are implemented.

Assist with organising study tours with Institute teaching departments and Institute representatives and international or Australian educational or government agencies.

Make arrangements and attend local education exhibitions to promote the Institute to prospective international students as required. This may require out of hours activities in off shore and/or on shore environments.

Dispatch promotional materials for international and local education exhibitions to encourage prospective international students to apply to the Institute.

Assist in the preparation of reports and correspondence in relation to international student enrolments as required.

Notes:

- The incumbent can expect to be allocated duties not specifically mentioned in this document but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
- Specific performance objectives will be negotiated as part of the Institute's regular performance review process.
- The incumbent will be required to comply with the Institute and Public Sector Code of Conduct, Occupational Health and Safety Policy and Procedures, Child Safe Policy and Procedures, Diversity, Access and Equity Policy and all other relevant legislation, policy, procedures or practices.
- Be familiar and ensure compliance with the relevant state and territory Vocational Educational and Training (VET) Government Funding Contract at all times by meeting contractual requirements of the Contract(s) and ensuring all staff are aware of their responsibilities mandated by the Contract(s). Ensure that internal and external audit recommendations that relate to the relevant VET Government Funding Contract(s) are actioned and implemented on a timely basis and reported accordingly.

In accordance with the William Angliss Institute of TAFE PACCT Staff Enterprise Agreement 2017 (PACCT EBA), the following descriptions apply for PACCT LEVEL 3 positions:

EDUCATION, TRAINING AND EXPERIENCE

Education, Training and Experience means the type and duration of training which the duties of the classification level typically require for effective performance. Training is the knowledge through formal education, on the job instruction or exposure to procedures.

Relevant Degree or Diploma with little or no relevant work experience; or a suitable combination of lesser qualifications and relevant experience.

At this level employees have theoretical knowledge which may be applied to a range of procedures and tasks.

TASK LEVEL

Task Level means the type, complexity and responsibility of the tasks typically performed by staff within each proposed classification level

Perform work assignments within timelines generally stipulated by standard practices and procedures.

Apply knowledge to a varied range of different tasks that are within the nature of work assigned and relevant standards and procedures

Undertake creative, planning and design functions in consultation with supervisor.

Managing time, setting priorities, planning and organising own work and that of supervised employees.

Skills sufficient to co-ordinate the duties of, and convey appropriate instructions to staff at lower levels.

JUDGEMENT AND PROBLEM SOLVING

Judgement is the ability to make sound decisions, recognising the consequences of decisions taken or actions performed, and Problem Solving is the process of defining or selecting the appropriate course of action where alternative courses of action are available.

Employees at this level diagnose and solve problems through the application of theoretical principles and techniques and prioritise directed work.

Employees provide interpretive advice requiring knowledge of rules and regulations of the work area and in the application of procedures requiring expertise in a specialist area or broad knowledge of a range of functions.

SUPERVISION AND INDEPENDENCE

Supervision and Independence means both the way in which positions are supervised, managed or held accountable, and the degree of independence which applies in supervising or managing other staff or contractors. Independence is also the extent to which a staff member can work independently without supervision or direction.

Duties undertaken under routine supervision.

Schedule workloads appropriately.

May be required to provide close supervision to subordinate positions performing routine duties (first level of supervision).

Liaison with staff at higher levels.

May undertake stand-alone work.

ORGANISATIONAL RELATIONSHIP AND IMPACT

Organisational Relationship and Impact means the level of knowledge and awareness of the organisation, its structure and functions that would be expected in the performance of the duties of the position, and the purposes to which that organisational knowledge and awareness may be put.

Operational knowledge of relevant functional areas.

Perform tasks/assignments requiring proficiency in the work area's rules/regulations, processes and techniques understanding how they interact with other related functions.

INTERPERSONAL SKILLS

Interpersonal Skills means the level of communication skills both verbal and written and the scope of the circumstances where the staff member is expected to use these skills.

Ability to communicate operational requirements to members of the public and / or other employees, on an individual and team basis, in the administration of well-defined activities, in the resolution of problems, and in the supervision of other employees where appropriate. Require skills in verbal and written communication to enable the preparation of routine correspondence and reports.

Note: PACCT Staff at this level must also be competent in meeting criteria detailed for the previous level as per Schedule 2 of the PACCT EBA.

KEY SELECTION CRITERIA

1. Significant experience in an administration role which involves the coordination of a range of functions and a relevant qualification preferably in Administration.
2. Outstanding customer service skills and excellent telephone manner and the ability to respond to client needs.
3. Demonstrated exceptional communication & interpersonal skills with particular appreciation for cross-cultural awareness.
4. Excellent organisational skills with the ability to prioritise work in a busy environment.
5. Advanced skills in Microsoft suite of packages (Word, Excel, PowerPoint). Experience in software packages such as SMS that includes data base storage and retrieval is highly desirable.
6. Demonstrated behaviours that align with the William Angliss Institute Values.

SPECIAL CONDITIONS

- A Working with Children Check is required prior to commencement.

WILLIAM ANGLISS INSTITUTE STRATEGY 2018 - 2020

Statement of Vision: To be the first choice educational provider of foods, tourism, hospitality and events locally and internationally.

To deliver the highest quality specialist vocational and higher education programs to inspire and empower our students whilst adding value to our industry and community.

Business Strategy: To be the first choice provider of foods, tourism, hospitality and events education training and industry services.

To use differentiation, based on William Angliss Institute's specialist expertise, broad range of programs (vocational and higher education) and quality of facilities, our connection to the industry community and our corporate experience.

To grow in a manageable and profitable manner working to achieve the owner's target for financial sustainability.

STRATEGIC THEMES

William Angliss Institute has established a 10 year vision of its strategic priorities. In looking to 2020 the seven strategic priorities are:

- Enhancing program flexibility
- Broadening the Institute's scope, integration and specialisation
- Developing and expanding international partnerships
- Developing a national operating network
- Becoming a recognised part of higher education
- Developing an applied research capability
- Investing in facilities and infrastructure

The 2018-2020 Strategic Plan sits within the 10 year planning horizon.

William Angliss Institute's Strategic Plan 2018-2020 seeks to support:

1. Education excellence
2. Enhancing student experiences
3. Partnerships
4. International development
5. Innovation
6. Sustainability

INSTITUTE VALUES

Personal Responsibility: accountable, responsive, with integrity, respect and impartiality and acknowledging human rights

Inspiration: passionate, stimulating and optimistic

Empowerment: nurturing, encouragement and challenging

Community: sharing, partnership and connections

Expertise: leadership, innovation and industry practice