



# GLOBAL PROGRAMS COORDINATOR

<b>DEPARTMENT/UNIT</b>	Student Support and Engagement
<b>FACULTY/DIVISION</b>	Faculty of Arts
<b>CLASSIFICATION</b>	HEW Level 6
<b>DESIGNATED CAMPUS OR LOCATION</b>	Clayton campus

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

**Monash Arts** is one of the largest, most diverse and dynamic arts faculties in Australia, with particular strengths in the humanities, performing arts, languages and social sciences. We encourage the development of innovative studies that operate at the intersection of traditional academic disciplines. The Faculty delivers programs via seven schools and across five campuses, both in Australia and offshore, with courses ranging from undergraduate diplomas and degrees through to postgraduate coursework and research degrees. Monash Arts is justly proud of the research capacity of its staff, who work at the cutting edge in their fields and carry this expertise and enthusiasm into their teaching. To learn more about Monash Arts, please visit our website: [www.monash.edu/arts](http://www.monash.edu/arts).

## POSITION PURPOSE

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The Global Programs Coordinator is responsible for providing professional customer service to support the Faculty's learning abroad programs, and the provision of support and advice to staff in relation to education quality, compliance and unit development and evaluation and students in relation to learning abroad program options and requirements. The Global Programs Coordinator will hold primary responsibility for the administration of a suite programs ensuring students meet Monash requirements and programs are compliant with university policies.

The incumbent will work with students, academics, the broader student support and engagement team and Monash abroad staff to ensure appropriate processes and systems are in place to support both students and academic staff.

**Reporting Line:** The position reports to the Student Services Manager, under general supervision

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budgetary Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Manage and coordinate the Faculty overseas programs including liaison with, and the provision of advice to, the Faculty's schools, assessment of all outgoing applications and credit and course progression assessments, in liaison with Monash Abroad, providing course advice to students undertaking learning abroad programs, management of student communications, processing enrolments of outgoing students and receiving and processing results for outgoing students
2. Develop, implement and coordinate the delivery of a high-quality program of services, systems or administrative processes in accordance with best practice and University policies, procedures and strategic priorities
3. Coordinate, alongside the Student Experience team, co-curricular student initiatives, such as events, recruitment activities, intercultural programming and advising, to enhance and promote overseas experience among participants
4. Apply quality assurance principles and procedures to create, maintain, review and audit material to ensure accuracy, integrity and performance of learning abroad programs
5. Build and maintain effective working relationships with all colleagues and key stakeholders across the Faculty, the University and partner institutions to ensure that outcomes are achieved in a cooperative and constructive manner
6. Provide support to the wider Student Support and Engagement team during peak periods and staff leave and absences. As well as being an escalation point for all enquiries sent through
7. Other duties as directed from time to time

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A degree in a relevant field 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.

### Knowledge and Skills

2. Demonstrated knowledge of student administration services provision in a tertiary education environment, and sound knowledge of university and faculty admissions and student administration regulations and course selection criteria
3. Demonstrated high level communication skills, including the ability to prepare professional documentation for various audiences and interact with, advise and negotiate with a diversity of stakeholders
4. Demonstrated experience in assisting others by troubleshooting and applying proactive problem solving skills
5. Outstanding organisational skills with sound forward planning and co-ordination skills, establish priorities, and maintain excellent attention to detail/accuracy
6. Proven track record in working effectively on projects, to deadlines – both autonomously and in a team environment
7. Strong analytical skills and the ability to interpret University and Faculty policies and communicate complex rules to students and academics
8. Knowledge of the international education sector and ability to identify and increase opportunities for students

## **OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working with Children Check is required

## **GOVERNANCE**

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Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.