PROGRAM MANAGER – LEARNING ABROAD

DEPARTMENT/UNIT  Monash Abroad / DVC (Global Engagement)

FACULTY/DIVISION Office of the Vice-Chancellor and President

CLASSIFICATION HEW Level 9

WORK LOCATION Clayton campus

ORGANISATIONAL CONTEXT

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.

The Office of the Deputy Vice-Chancellor (Global Engagement) is responsible for developing and implementing an overall strategic framework for the University in terms of its international academic programs, relationships with international educational and research institutions and positioning Monash as a leading international, research-intensive university.

Focus Monash and the Monash International Plan provide the strategic direction for Monash University’s development in the international arena. Within this framework, the primary function of Global Engagement is to facilitate the implementation of Monash University’s global plans.

The primary purpose of the Monash Abroad office is to implement the learning abroad agenda in accordance with Focus Monash goals through provision of strategy and services, which support participation of undergraduate or postgraduate coursework students in international experiences.

POSITION PURPOSE

The Program Manager, Learning Abroad supports the Senior Manager, Global Student Mobility in the delivery of Monash Abroad strategy and operations through the efficient and effective management of global experiences for Monash students.

This includes functional service delivery of incoming and outgoing semester and short-term learning abroad offerings (exceeding 5,000+ students per year), risk management, compliance and quality assurance, process and business improvements, partner and project management, reporting and administration.

The position provides leadership within the Monash Abroad team, in the delivery of high-level, professional services and effective achievement of Monash University priorities and provides expert advice at both strategic and operational levels.
**Reporting Line:** The position reports to the Senior Manager, Global Student Mobility under broad direction working with a considerable degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to 3 staff and oversees a team of approximately 8 staff

**Financial Delegation:** Yes, in accordance with the University delegations schedule

**Budgetary Responsibilities:** Yes, in line with Key Responsibilities

**KEY RESPONSIBILITIES**

1. Contribute to strategic planning and the achievement of business unit and university goals as a member of the learning abroad management team
2. Lead and manage the operation of learning abroad programs (incoming and outgoing), including complex administrative functions involving significant resources and risk, in accordance with University policies, procedures and strategic priorities
3. Lead and develop a highly-trained, motivated and efficient programs team with a strong student and customer focus
4. Lead and manage a work environment of continuous review and improvement of business practices and operations
5. Lead and manage strategic improvements, including review and development of policy and procedure, and complex compliance processes necessary to support effective functioning of the unit
6. Direct and operationalise new learning abroad programs and initiatives, coordinating regularly, and at a high level, with internal business units and external stakeholders in their implementation
7. Exercise strong budget and resource management for the business unit, and programs managed, including management of exchange programs and associated balances
8. Manage and oversee risk, compliance and quality assurance of learning abroad programs, including regular monitoring and reporting in accordance with University and legislative requirements
9. Develop and maintain strong partnerships with relevant business units, functional areas, key staff and partner institutions, including provision of expert advice to support and enable mutual success
10. The position is responsible for managing a budget of $50,000
11. This position has an authorised financial delegation of $10,000

**KEY SELECTION CRITERIA**

**Education/Qualifications**

1. The appointee will have:
   - Postgraduate qualifications and extensive, relevant experience; or
   - extensive management experience and proven management expertise; or
   - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Exceptional planning and organisational skills, with experience establishing priorities, allocating resources
   Excellent management and customer service skills with proven ability to strategically manage and provide authoritative technical and policy advice at a high level
3. Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in a large, complex organisation
4. Demonstrated management experience in a matrix, or large and complex management structure
5. Significant staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service

6. Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, impactful solutions

7. Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels

8. Established student programming experience, with a demonstrated ability to utilise innovative approaches to program development and/or student engagement to achieve set targets

9. Established national and international networks in the field of international education along with strong institutional relationships

**OTHER JOB RELATED INFORMATION**

- 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

**LEGAL COMPLIANCE**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.