## Position Description

<table>
<thead>
<tr>
<th>Title</th>
<th>PACE International Program Manager</th>
<th>HEW Level</th>
<th>Level 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty/Office</td>
<td>Pro Vice-Chancellor, Learning and Teaching</td>
<td>Position Number</td>
<td>TBA</td>
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<tr>
<td>Department/Team</td>
<td>PACE</td>
<td>Date</td>
<td>March 2018</td>
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<tr>
<td><strong>Position Purpose</strong></td>
<td>Manage the development, co-ordination, delivery and review of the full project cycle for the PACE International Program, including building and maintaining of relationships with partners, service providers and other key stakeholders</td>
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### ORGANISATIONAL CONTEXT

The Pro Vice-Chancellor (Learning and Teaching) is responsible for strengthening learning and teaching at Macquarie through developing academic staff capabilities, developing and maintaining a suite of quality academic programs, creating and maintaining flexible and innovative physical and virtual learning spaces and enhancing our student learning experience.

Professional and Community Engagement (PACE) is a University-wide initiative designed to provide all undergraduate students with experiential learning opportunities with a range of local, regional and international partners. By completing a PACE unit, which is a requirement in all undergraduate degrees, students contribute to partners' organisational goals and develop skills and capabilities while gaining academic credit towards their degree.

The PACE initiative is a key differentiator of the University’s curriculum for current and future students. PACE units provide students with practical work experience, enabling them to improve their readiness for work and contribute to the community as active citizens. The position is located in the PACE hub, working within the PACE International team.

### ORGANISATION CHART

![Organisational Chart](chart.png)
<table>
<thead>
<tr>
<th>KEY ACCOUNTABILITIES</th>
<th>POSITION CONTEXT</th>
</tr>
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<tbody>
<tr>
<td>In line with the University’s strategic vision for PACE International, manage the development, delivery, evaluation and continuous improvement of the program to support its growth and diversification as the flagship transformative learning program of the University.</td>
<td>Reports to: Associate Director, International Programs (PACE)</td>
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<td>Design, develop and implement a PACE International partner engagement plan to support the successful delivery, diversification and sustained growth of PACE International activities and relationships. While centred on student learning, these activities and relationships may also extend to the co-creation of curriculum, collaborative research, and exchange of staff between PACE International partners and the University.</td>
<td>Positions Reporting to: Direct: PACE International Program Coordinators x 3, PACE International Student Liaison Officer Indirect: PACE International Administration Officer</td>
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<tr>
<td>Establish, implement and critically evaluate risk assessment and mitigation protocols, in line with University governance and external regulatory frameworks, to assure the sustainable and safe delivery of the PACE International program and activities.</td>
<td>Key Direct Clients: • Current and future students undertaking PACE International activities • International partner organisations • PACE unit convenors • Faculty PACE teams</td>
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<tr>
<td>Build and deepen reciprocal relationships with key internal and external stakeholders to support, improve and strengthen engagement and alignment between PACE International and the wider University.</td>
<td>Other Key Relationships: • Current &amp; prospective partners • External Service Providers • PACE Systems Manager • PACE Program Support Research &amp; Evaluation team • University Offices • PACE Program Support • Head of Risk &amp; Compliance • Macquarie International • Health &amp; Safety teams</td>
</tr>
<tr>
<td>In collaboration with Unit Convenors, international partners and Faculty PACE staff, plan, develop, deliver and review PACE International activities.</td>
<td>Budget Accountability: Nil</td>
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<tr>
<td>Design, develop, implement and review protocols and processes to support the effective delivery of PACE International.</td>
<td>Role-specific Conditions: • International and domestic travel will be required • Out of hours and weekend work may be required</td>
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<tr>
<td>Manage the PACE International team, building and maintaining a strong service culture.</td>
<td>Scope and autonomy</td>
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<tr>
<td>In collaboration with the Associate Director PACE International and Academic and Programs Director, prepare and monitor the PACE International budget and provide management information and reports on the program.</td>
<td>Problem solving</td>
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<td>Comply with relevant EEO and WHS regulations.</td>
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<td>Perform any other duties as required and as appropriate.</td>
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**COMPETENCIES** Clusters of behaviours required for successful performance.

**Influencing and Persuading:** Building commitment by convincing others and winning them over to a particular point of view.

**Relationship Management:** Establishing effective working relationships with others.

**Implementing Systems:** Adopting a systematic and organised approach, and developing and utilising guidelines and procedures.

**Setting Expectations:** Stating clearly what is expected from others, clearly expressing ideas, and maintaining a precise and constant flow of information.

**Delegating:** Enlisting the talents of others to help meet objectives by giving them important activities and sufficient autonomy to exercise their own judgement.

**Tracking Performance:** Taking nothing for granted and persistently monitoring the progress of activities to ensure they are completed on time.

**Giving Feedback:** Letting others know in a respectful, supportive and straightforward manner what is expected of them, how they have performed and if they have met needs and expectations.

**Delivering Outcomes:** Holding self and others accountable for achieving high quality and solution focused outcomes.

**Developing Capability:** Coaching, mentoring and supporting others to develop their competence and confidence for performance and growth.

**ATTRIBUTES** Personal qualities related to successful performance.

**Perseverance:** Persevering despite obstacles to ensure tasks are completed.

**Flexibility:** Responding effectively to unexpected or changing circumstances.

**Reliability:** Meeting commitments and responsibilities.

**Interpersonal Impact:** Making a positive impression on others in a range of interpersonal contexts.

**Resilience:** Dealing effectively with and recovering quickly from setbacks or pressure.

**Accountability:** Assuming responsibility for making decisions and delivering agreed outcomes.

**Integrity:** Maintaining confidentiality, discretion and professionalism.
## REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Project management principles and practice
- Governance frameworks in the tertiary sector
- Cross cultural awareness and sensitivity
- Change management principles and practice
- Sound understanding of the principles of community-led development and reciprocity, and of how these principles inform the nature and conduct of student engagement programs in developing countries

## ACQUIRED KNOWLEDGE
Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- A detailed understanding of the PACE initiative and its strategic focus
- A detailed understanding of the PACE International program
- Knowledge of, and established networks into, the faculties and offices of the University.
- Sound understanding of the University’s governance and regulatory framework.

## KEY EXPERIENCES
Practical experiences and exposure to specific environments or activities related to successful performance.

- Managing volunteer/community engagement programs in an international context.
- Building and managing effective relationships with multiple internal and external stakeholders, including international partners, in a complex organisational environment
- Risk assessment and management
- Managing a team in a university or other complex organisation