Position Description

Title: Internal Relations Coordinator
HEW Level: 6
Faculty/Office: Macquarie International
Department/Team: Internal Relations
Date: August 2018

Position Purpose: To administer the university’s international agreements and support incoming international delegations and protocol activities.

ORGANISATIONAL CONTEXT

Macquarie International is responsible for the design and delivery, in partnership with Faculties and other administrative units, of the University’s global engagement across student recruitment, academic pathways and collaborations, and strategic partnerships. The organisational unit is responsible for generating approximately one-third of the University’s income from commencing and continuing students. As the international arm of the University, MI’s activities across the world must protect and enhance the reputation of the university, be student and faculty-focused, and embody the highest professional and ethical standards.

The International Relations Coordinator role is responsible for the operation of an administrative process which oversees the quality assurance, recording and reporting functions for the large number of university wide international agreements and Memoranda of Understanding (MoUs) with the aim of developing strategic partnerships and supporting market development, global recognition and reputation.

The International Relations Coordinator role will also work with other members of the International Relations team to assist in the delivery of high level protocol services to incoming delegations from foreign Governments, agencies and universities. Liaison with faculties and departments may be required in building programs, as will liaison with those areas of the university that provide related services such as catering and events. The role will also deliver support for outgoing delegations in the preparation of briefing documents relating to international partnerships, and part-take in team project-specific activities on a needs basis.
### KEY ACCOUNTABILITIES

- Work with International Relations colleagues to streamline and improve the process by which international agreements, inbound and outbound delegations of the university are proposed, quality assured, prosecuted and recorded.
- Liaise with internal stakeholders and international partners in the preparation of documents relating to the University’s Memoranda of Understanding and other international agreements and respond to and/or escalate enquiries relating to these.
- Coordinate and administer the quality assurance process for the University’s Memoranda of Understanding and other international agreements in accordance with the established process.
- Maintain, monitor and review records of international agreements, delegations and other partnerships in a database to ensure accuracy and ease of reporting.
- Provide support with the coordination of International Delegation visit programs and events.
- Provide advice and support to international delegates regarding local etiquette and protocol.
- Provide advice and support to MI Management and University Executive regarding incoming delegates.
- Assist in the development and implementation of protocol plans for International University events and functions.
- Assist in the development of BRIEFING documents and outgoing delegation support.
- Stay abreast with global rankings, commonwealth policy and legislation as it applies to international education.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.

### POSITION CONTEXT

| Reports to: | Associate Director, Global Engagement & Business Development |
| Positions Reporting to: | Direct: nil  
Indirect: nil |
| Key Direct Clients: | • MI and Faculties, Incoming and outgoing International delegates |
| Other Key Relationships: | • Other Macquarie International staff and Faculties, international and national partner organizations. |
| Budget Accountability: | N/A |
| Role-specific Conditions: |  |
| Scope and autonomy | Develops and modifies processes, procedures, systems and/or techniques for the work area and/or contributes to the development of University-wide systems, processes and procedures. |
| Problem solving | The incumbent uses their knowledge and experience to identify and implement improvements to established faculty/office systems, processes and procedures/or techniques to identify and implement |
### CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Change Focus</strong>: Adapting to new situations and dealing with change.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Communication</strong>: Effectively grasping and conveying ideas and concepts to others.</td>
<td><strong>Initiative</strong>: Taking action, on own accord, to address problems and prevent them from reoccurring.</td>
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<td><strong>Service Focus</strong>: Making students, staff, key contacts and their needs a priority.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Improvement Focus</strong>: Finding better ways of completing tasks or solving problems.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- Qualification or equivalent experience in business, administration or related discipline.
- Computer skills including MS Office and internet.
- Knowledge of international education sector.

### 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.

- Knowledge of Macquarie International’s functions and structure.
- Knowledge of Macquarie International’s policies, systems, processes and procedures.
- Knowledge of University policies, systems, processes and procedures and how to adapt these at the faculty/office level.
- Knowledge of what other areas of the University do and how they interact with the faculty/office.

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

- Working in higher education sector.
- Working in administration.
- Working with databases and CRM system management.
- Working in marketing and public relations roles.
- Experience providing expert advice on international protocol.
- Writing briefing papers and proposals.