Position Description

College/Division: International Strategy and Future Students Division
Department/Unit: International Student Recruitment
Position Title: Manager, International Development
Classification: ANU Officer Grade 8 (Administration)
Position No: 34521
Responsible to: Associate Director, Future Students (International)
Number of positions that report to this role: Two (2)
Delegation(s) Assigned: D6

PURPOSE STATEMENT
The International Strategy and Future Students (ISFS) Division brings together brand (identity), international and domestic recruitment, strategy, market research, marketing, advertising, digital, social media engagement and creative design at ANU. The Division is responsible for delivering high quality communications and experiences for future students in accordance with the University’s strategic objectives.

The Future Students team leads domestic and international student acquisition for The Australian National University (ANU). The team maintains multiple key relationships; these include education agents, sponsoring organisations and government ministries, and high schools in Australia and overseas. The team delivers a busy online and offline events program to support student engagement in Australia and internationally. The team also manages a significant inbound enquiry volume.

KEY ACCOUNTABILITY AREAS
Position Dimension & Relationships
The Manager, International Development is a member of the Future Students Team within the ISFS Division. They work with stakeholders across the University to support and deliver international student acquisition activities. They manage the expanding education agent and sponsorship networks, providing specialist advice and delivering exceptional outcomes that support strategic goals.

The Manager leads a team responsible for comprehensive education agent management and strategic international student recruitment activities. Reporting to the Associate Director, Future Students (International), the role works closely with the broader International Student Recruitment team as well as key partners and stakeholders across the University.

The Manager, International Development has designated accountability for specific global markets (e.g. South East Asia, Middle-East etc.). The position will be required to develop and implement international strategic initiatives to achieve the University’s international recruitment objectives, play a key role in leading the management and performance measurement of education agents, and provide appropriate reporting to senior management.

Role Statement
Under the general direction of the Associate Director, Future Students (International), the Manager, International Development will:

1. Support the development and implementation of the University’s internationalisation strategy and the development of operational policies and procedures, ensuring compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and other relevant legislation.
2. Develop, co-ordinate and deliver a range of international business development and student recruitment activities across each stage of the future student pipeline, to support the generation of revenue for the University.
3. Analyse data and provide briefings and expert advice to senior management for the development and provision of management reporting, analysis and business intelligence.
4. Manage a cross-functional team dedicated to delivering exceptional services to internal and external stakeholders. This includes providing coaching, mentoring, skills and career development, feedback on performance, and workload and performance management.
5. Provide support in the management of the International Recruitment Team budget, including setting, planning, monitoring and reporting on project expenditure.
6. Develop and maintain strong relationships with University stakeholders including but not limited to the Office of the Deputy Vice Chancellor, Division of Student Administration and Academic Services, Colleges and other Portfolios and Divisions.
7. Develop and maintain strategically important relationships with external stakeholders including sector bodies, partner universities, education agents, school’s sponsor bodies and government organisations.
8. Support contract management including assistance with negotiations, ensuring contract compliance, providing advice to staff on risk assessment and mitigation strategies, monitoring, reporting, and engaging with appropriate stakeholders (e.g. ANU Legal Office).
9. Comply with all ANU policies and procedures and in particular those relating to work health and safety and equal opportunity.
10. Undertake other duties commensurate with the classification of the position.

SELECTION CRITERIA

1. Progress towards postgraduate qualifications, or an equivalent combination of experience and education/training. Experience working for a large and complex organisation, preferably in a higher education environment, would be highly regarded.
2. Demonstrated, high level understanding of higher education international student recruitment, including an understanding of admission requirements and Australian government regulations for international students. Experience in an international education setting, particularly pertaining to education agent management, would be advantageous.
3. Proven high-level analytical, problem-solving and decision-making skills, including experience analysing complex data, providing high level advice to support senior management including making recommendations and contributing to the development of strategic plans.
4. Excellent interpersonal and communication skills, both written and oral, including cross-cultural and international communication skills, with the ability to develop comprehensive written documentation and reports.
5. Demonstrated supervisory experience in a culturally diverse environment, with an ability to coach and mentor staff, to prioritise workloads and to lead the team to deliver on challenging objectives in a timely manner and on budget.
6. Demonstrated negotiation, consultation and contract management skills with experience liaising effectively with a diverse range of stakeholders.
7. Possesses a strong understanding of cross-cultural issues and their relevance in a tertiary education context. Fluency in a major world language other than English would be highly regarded.
8. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure, which sets out the types of checks required by each type of position.

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References

Professional Staff Classification Descriptors
Academic Minimum Standards
For assistance please contact HR Division Ph. 6125 3346