Position Summary

The International Student Compliance Advisor is a key role within the Pro Vice-Chancellor Education & Student Experience Portfolio, Experience Pillar, Student Life theme providing effective administrative support and working directly with our international students ensuring all their compliance needs are met to safely enter, live and study in Australia.

The role provides and coordinates the general administration and support for the International Student Compliance Team, in delivering required responsibilities and core business processes as outlined in the compliance specific ESOS framework.

The role is expected to develop and maintain a broad range of knowledge and expertise across student services and is responsible for the case management and resolution of international student enquiries and administration.

The role reports to the Manager, International Student Compliance and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Act as the first point of contact and respond to a range of queries from international students using a case management approach to determine relevant action, communicating clear, concise and appropriate advice or escalate as appropriate.

- Coordinate a broad range of administration practices and reporting systems within the International Student Compliance Team as it relates to compliance with the National Code 2018 (ESOS Act 2000).

- Plan, develop and maintain administrative procedures and processes, providing expert advice in relation to guidelines and activities as required under the ESOS Act (2000).

- Contribute to the development, implementation and review of policy, procedures, guidelines and resources and play a leading role in their application to ensure the effective operation of the International Student Compliance Team.

- Act as the primary contact for key internal stakeholders, maintaining effective channels of communication, analysing requests and correspondence to prioritise urgent and often sensitive
matters relating to student compliance matters.

- Provide advice to UNSW students in a timely fashion of regulations that may affect their status as required by ESOS Legislation including reports made to the Australian Government in PRISMS and.
- Prepare documentation aligned with reporting requirements with both internal and external stakeholders as it relates to the government reporting requirements of the ESOS Act and PRISMS and Australian Awards Scholarship Policy.
- Develop, foster and maintain highly effective working relationships with staff and teams in the portfolio, faculties and divisions and other internal and external stakeholders.
- Actively participate in and contribute to continuous improvement including identifying barriers to customer service, recommending procedural and documentation improvements and participate in peer to peer training, information sharing, collaborative working groups and project work as required.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**Skills and Experience**

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Excellent organisational and time management skills, accuracy and attention to detail, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Proven ability to work efficiently and with initiative to identify, analyse and resolve administrative issues ensuring effective outcomes and process improvements.
- Strong service orientation and “client” focus, together with high-level interpersonal and communication skills and demonstrated ability to build and maintain positive and professional relationships with students and staff at all levels as well as other internal and external stakeholders.
- Advanced written and verbal communication skills, including proven ability to develop presentations and project reports.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- Advanced level of computer literacy with excellent skills in the Microsoft Office Suite and databases, and experience using Customer Relationship Management (CRM).
- An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

**Pre-employment checks required for this position**

- Verification of qualifications
- Working with Children Check

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.