POSITION DESCRIPTION

Learning Abroad Officer

April 2023
Position Summary

College / Division                Division of Future Students
School / Section                  Partnerships & Mobility (Learning Abroad Office)
Location                           Hobart
Classification                    HEO Level 6
Reports to                         Learning Abroad Manager
Direct reports                    Nil

The Opportunity

The University of Tasmania is seeking to appoint a Learning Abroad Officer to join the Partnerships & Learning Abroad team which is part of the Division of Future Students.

The University is committed to further increasing the number and diversity of international students; strengthening international linkages and partnerships; further enhancing the internationalisation of the curriculum; developing globally literate graduates; and continuing to attract world class scholars as staff and visitors.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.
Accountabilities and outcomes

Purpose

Operating under direction of the Learning Abroad Manager, the Learning Abroad Officer will be responsible for the development, facilitation, administration and promotion of the University’s study exchange and study abroad programs.

Key Result Areas

- Work collaboratively with internal and external stakeholders including students, academics, and partner organisations to ensure effective delivery of Learning Abroad programs.
- Promote Learning Abroad programs within the University community by coordinating marketing materials, information seminars, fairs, pre-departure sessions, orientations, and networking events, providing up-to-date information on the Learning Abroad website, enquiries/provision of advice concerning program opportunities, responsibilities and operations.
- Collaborate with the Colleges to develop an annual engagement strategy, directly contributing to the achievement of the University’s key performance targets through increasing the number of students graduating with an International experience.
- Coordinate the operational delivery of inbound and outbound Learning Abroad programs including provision of on-going student advice and pastoral care, delivery of pre-departure and re-entry information sessions as well as ensuring programs are delivered consistent with the University’s risk management framework.
- Recruit, train and manage student ambassadors to raise the awareness of student mobility through participation in activities and promotional events.
- Deliver a range of place based culturally appropriate activities that enhance the overall student experience of inbound study abroad and exchange students to Tasmania.
- Act as the main contact for International Partners in relation to all inbound and outbound study abroad and exchange programs.
- Represent the University in meetings with internal and external stakeholders at international meetings and expos devoted to learning abroad.
- Maintain compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.

Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.
Success profile

Personal Attributes

- Rapport Building: Enjoys interacting with other people and effectively establishes rapport by putting others at ease. Effectively promotes achievement and recognition.
- Communicative: Enjoys articulating information and giving presentations. Shapes opinion through influencing skills while challenging established views and assumptions.
- Structured: Works methodically to organise and plan tasks, upholds standards and works quickly, able to multi-task to produce outcomes.
- Detail Oriented: Produces high quality work through attention to detail, checking for errors and following procedures to finish tasks within specified timescales.

Core Capabilities

- Student Focus: Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- Continuous Improvement: Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.
- Growth Mindset: Adopts a growth mindset and consistently seeks feedback, makes others comfortable with taking risks and experimenting to improve over time.
- Fostering Belonging: Fosters a sense of belonging and wellbeing, enables others to feel good and function to their fullest ability and role models respectful, inclusive and professional behaviours.

Role Specific Skills, Knowledge and Experience

- A tertiary level qualification and/or appropriate professional work experience preferably with a strong focus on customer service.
- Demonstrated excellent communication, interpersonal and intercultural skills and the ability to interact with and present to diverse audiences.
- Proven ability to prioritise and manage multiple projects concurrently with a high degree of attention to detail and accuracy.
- Commitment to exceptional client service and a high level of student care to ensure optimum outcomes for students.
- A high level of computer literacy in a range of applications, including Microsoft Office, databases, CRM, email, Office 365 and the Internet.
- Demonstrated capacity to work independently and function effectively as a member of a team.
- A comprehensive knowledge of the Australian tertiary education sector as well as a good working knowledge of international education, including recent developments and trends.
- Experience working in the Exchange and Study Abroad office of a higher education or similar.
- Demonstrated ability to organise and supervise volunteers.
Qualifications and Licences

- Current Australian Driver Licence preferred
- Current Tasmanian Registration to Work with Vulnerable People (Registration Status - Employment).

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

Willingness to undertake a medical assessment based on meeting the inherent position requirements.

Willingness and ability to engage in regular intrastate/ interstate/ international travel.

COVID-19

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.
Learn more
Visit our website to read more, watch videos, and discover your future with the University of Tasmania.

CRICOS Provider Code 00586B/00610043

The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position.