



Position Description

Manager, International Enrolment and Partner

Student Administration

Division of Student Experience

Classification Level 8

Special conditions

This appointment is conditional upon satisfying and maintaining the requirements of a NSW Police Professional Suitability Check.

Due to the workload at peak times of the academic calendar, there are annual and other leave restrictions across the Division of Student Administration teams.

Workplace agreement [Charles Sturt University Enterprise Agreement](#)

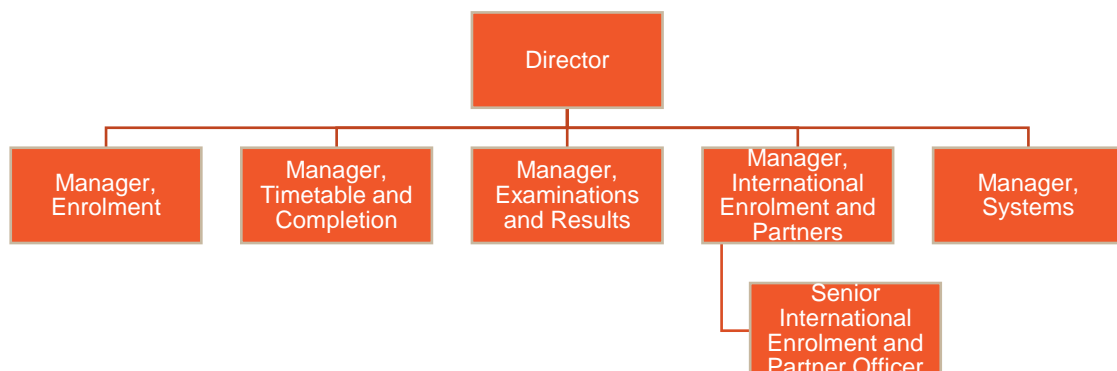
Date last reviewed September 2024

Division of Student Experience

Student Administration

Student Administration is responsible for a range of administrative processes and services across the student lifecycle and academic calendar. These services extend from the student’s first enrolment all the way through to their graduation, at the completion of their study. The team prides itself on being a contemporary, comprehensive and client focused unit that’s main mission is to ease the administrative burden for students and staff. Student Administration incorporates the following units: Enrolment, International Enrolments and Partners, Timetable and Completion, Examinations and Results and Systems.

Organisational chart





Reporting relationship

This position reports to: Director, Student Administration

This position supervises: Senior International Enrolment and Partner Officers

Key working relationships

- Applicants, students
- Faculty and Divisional staff
- Partner staff
- Government agencies
- External Authorities
- Colleagues from other Universities

Position overview

As the Manager, International Enrolment and Partners you will provide leadership for both your team and for the University. You will contribute to and lead strategies and initiatives that will enhance the student experience in particular activities that relate to supporting students to successfully undertake and complete their study. You will be responsible for providing direction and support to business operations, initiatives, and developments, and ensure that these operations align with university policy, strategy and objectives. You will be responsible for ensuring that the International Enrolments and Partners team have a positive service culture that is flexible and innovative and is agile enough to meet the changing needs of our students and other stakeholders.

Principal responsibilities

- Provide leadership to a high performing team of higher education professionals that is agile and responsive to changing stakeholder needs.
- Establish, drive, and maintain International Enrolment and Partner management performance measures and their alignment with Divisional/University objectives.
- Provide leadership and subject matter expert advice as part of the Divisional Senior Management team on study completion on relation to legislative, regulatory, sector and university requirements.
- Drive technology optimisation and implementation of new business solutions to deliver a better service to our students and other stakeholders.
- Use data to drive area objectives by maintaining close and productive relationships with student-facing support areas and provide advice and insights in relation to service, support, and communication improvements.
- Work collaboratively with the Divisional Senior Management team to drive policy renewal and improved procedural efficiencies.
- Develop, lead, and manage an effective, cohesive customer service team, and foster a team culture of continuous improvement to meet current and future requirements.
- Effectively manage the Unit's budget and operational activities.



- Actively drive knowledge recording and sharing of all services, activities, information, and functions through active engagement in mentoring, training and knowledge systems and tools, within an ever-changing work environment.
- Provide project tasks and actively support to deliver on Unit, Divisional and University initiatives.
- Represent the Unit/Division on a range of university committees.
- Other duties appropriate to the classification as required.

Required capabilities

This section comprises capabilities from the Charles Sturt [Capability Framework](#). Read the Framework for more detail regarding these capabilities.

Capability	Capability Definition	Level of influence
Innovates		
Acts Strategically	Analyses opportunities to determine effective solutions and solve problems in order to achieve short and long-term objectives.	Influence others
Navigates Complexity	Adjusts and responds effectively to new or unexpected situations, challenges, or opportunities whilst developing strategies to manage wellbeing in a challenging environment.	Influence others
Connects		
Builds Relationships	Implements interdisciplinary collaboration, adopts diversity and inclusion principles, and facilitates relationship building to work effectively with others.	Influence others
Connects in a Global World	Recognises and values cultural differences, is contextually aware, and acts within scope of role but with consideration for global trends and issues.	Influence others
Achieves		
Manages Change	Assumes responsibility for change. Supports change initiatives, builds knowledge to understand purpose and impact. Supports others to engage with change to deliver outcomes.	Influence others
Drives Impact	Collaboratively engages with peers and stakeholders in the community and industry. Places our people and students at the centre of design decisions.	Influence others

This section comprises of Enabler and Manages Effectively capabilities from the Charles Sturt [Capability Framework](#).

Capability	Capability description	Level of influence
Enablers		
Practices Effective Governance	Refers to policies, processes and guidance to support effective decision making and applies risk management processes to mitigate risk and proactively manage safety and compliance obligations.	Influence others
Utilises Technology Effectively	Builds capability in relevant technologies, complies with security obligations and addresses the ethics of technology use to minimise risk.	Influence others



Manages Effectively		
Clarifies Purpose and Inspires Direction	Clearly articulates the purpose and strategies of Charles Sturt and alignment to teamwork priorities. Provides a sense of direction and motivates people and teams to strive for it.	Influence others
Demonstrates Self Awareness	Builds an understanding of own thoughts, feelings, strengths, weaknesses and behaviours, to understand how others perceive them, to make sound	Influence self
Coaches and Develops Others	Guides and supports individuals to enhance their skills, knowledge, and capabilities, fostering personal and professional growth, and empowering them to reach their full potential.	Influence others
Builds Effective Teams	Builds teams with complementary abilities and skill sets, encourages effective communication and collaboration and cultivates a supportive environment to reach objectives.	Influence others

Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a vehicle distance up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.
- Possess the physical ability to carry out shelving duties, such as frequent bending, reaching/stretching, squatting and repetitive lifting.



Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

Essential

- A. A degree, with at least 4 years' subsequent relevant experience; or extensive management expertise and supporting experience; or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Demonstrated superior leadership, coaching and professional development skills to lead a team of professionals.
- C. Strong interpersonal skills, with a proven ability to cultivate effective and productive relationships with stakeholders to drive change and renewal initiatives while consistently achieving desired outcomes.
- D. Excellent written and verbal communication skills, with demonstrated ability to think strategically to provide analysis, advice and direction that align with university objectives.

Desirable

- E. Experience in a large public sector organisation.
- F. Experience applying International Student legislation and compliance.
- G. Experience in partner relationship management.
- H. Unrestricted motor vehicle driver's licence, Class C