



# Program Manager, Learning Abroad

<b>Department/Unit</b>	Monash Abroad
<b>Faculty/Division</b>	Global Engagement
<b>Classification</b>	HEW Level 9
<b>Work location</b>	Clayton campus
<b>Date document created or updated</b>	January 2018

## Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. So if you're looking for the next chapter in your career, it's here. You'll be given the opportunity to challenge yourself, build on your skills, and make a significant contribution to a workplace that's filled with energetic and inspiring people. Talent thrives here - and so do truly satisfying careers. Discover more at [www.monash.edu](http://www.monash.edu).

The **Office of the Deputy Vice-Chancellor (Global Engagement)** is responsible for developing and implementing an overall strategic framework for the University in terms of its international academic programs, relationships with international educational and research institutions and positioning Monash as a leading international, research-intensive university.

Focus Monash and the Monash International Plan provide the strategic direction for Monash University's development in the international arena. Within this framework, the primary function of Global Engagement is to facilitate the implementation of Monash University's global plans.

The primary purpose of the Monash Abroad office is to implement the learning abroad agenda in accordance with Focus Monash goals through provision of strategy and services, which support participation of undergraduate or postgraduate coursework students in international experiences.

## Position purpose

The Program Manager, Learning Abroad supports the Senior Manager, Global Student Mobility in the delivery of Monash Abroad strategy and operations through the efficient and effective management of global experiences for Monash students.

This includes functional service delivery of incoming and outgoing semester and short-term learning abroad offerings, risk management, compliance and quality assurance, process and business improvements, project management, reporting and administration.

The position provides leadership within the Monash Abroad team, in the delivery of high-level, professional services and effective achievement of Monash University priorities. Additionally, the incumbent provides expert advice at both strategic and operational levels.

**Reporting Line:** The position reports to the Senior Manager, Global Student Mobility under broad direction, working with a considerable degree of autonomy

**Supervisory Responsibilities:** This position provides direct supervision to 2 staff and oversees a team of approximately 7 staff

**Financial delegation and/or budget responsibilities:** The position is responsible for managing a budget of \$50,000 and has an authorised financial delegation of \$10,000

## Key responsibilities

1. Contribute to strategic planning and the achievement of business unit and university goals as a member of the management team
2. Lead and manage the operation of complex administrative or technical functions involving significant resources and/or risk, in accordance with University policies, procedures and strategic priorities
3. Lead and develop a highly-trained, motivated and efficient team with a strong customer focus
4. Lead and manage a work environment of continuous review and improvement of business practices, operational processes and service provision
5. Direct and conceptualise new learning abroad programs and initiatives, including making recommendations and coordinating regularly, and at a high level, with internal business units and external stakeholders
6. Exercise strong budget and resource management for the business unit and or projects managed
7. Lead and manage significant strategic projects, large scale review and development of policy and procedure, and complex compliance and quality processes
8. Manage and oversee risk, compliance and quality assurance processes for learning abroad programs, including regular monitoring and reporting in accordance with University and legislative requirements
9. Develop and maintain strong partnerships with other relevant business units, functional areas, key staff and partner institutions, including provision of expert advice

## Key selection criteria

### Education/Qualifications

1. The appointee will have:
  1. postgraduate qualifications and extensive, relevant experience; or
  2. extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Excellent management and customer service skills with proven ability to strategically manage and provide authoritative technical and policy advice at a high level
3. Outstanding planning and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines in a large, complex organisation
4. Demonstrated management experience in a matrix, or large and complex management structure
5. Significant staff management experience with the ability to motivate and develop a high-performance team committed to excellent customer service
6. Highly developed analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, impactful solutions
7. Superior interpersonal and communication skills with the ability to build successful relationships, influence, negotiate and achieve consensus at senior levels
8. Established student programming experience, with a demonstrated ability to utilise innovative approaches to program development and/or student engagement to achieve set targets
9. Established national and international networks in the field of international education along with strong institutional relationships

## Other job related information

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

## Legal compliance

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.