



Position Title:	Study Abroad Assistant
Position Classification:	Level 4
Position Number:	303092
Faculty/Office:	Student Experience
School/Division:	Student Services and Engagement
Centre/Section:	Student Services
Supervisor Title:	Manager (International Student Support & Global Learning)
Supervisor Position Number:	313673

Your work area

The International Student Support is responsible for operationalising the University's strategic goals in Student Mobility. The International Student Support manages inbound and outbound Student Exchange and Study Abroad programs and short-term student mobility opportunities, through maintaining partnership agreements with partner universities and collaborating with faculties to promote opportunities for students to have an overseas study experience. Promoting scholarship opportunities to fund overseas experiences is an important aspect of encouraging UWA students to study overseas. ISS also manages inbound students, assisting with their transition to UWA and acting as a point of contact during their stay at UWA..

Reporting Structure

Reports to: Manager (International Student Support & Global Learning)

Your role

As the appointee you will, under general direction, provide a range of administrative services to support the International Student Support Office's activities and to the Manager. This position is responsible for providing high level reception services during peak times, including greeting visitors, answering incoming calls, handling routine enquiries and redirecting more complex enquiries as appropriate.

Key responsibilities

Provide administrative support for a diverse range of activities including marketing and communications, admissions, student support, scholarships, data management and recording keeping.

Liaise with other areas of the University and national/international stakeholders applying a sound knowledge of the administrative processes associated with non-award study programs available to international students and UWA students studying.

Maintain study abroad websites, program databases and interface with University databases.

Provide assistance with planning and coordinating Study Abroad Office events including partner visits, regular meetings and diary management for Advisers and Section Manager.

Provide administrative support including managing mail (including bulk distributions), preparing correspondence, scholarship distribution/collection, filing and maintaining information management systems.

Maintain and supervise use of study abroad reference library and student areas.

Maintain Petty Cash account and initiate and conduct inventories of Study Abroad Office assets and consumables as well as preparing quotes and arranging the purchase of new equipment and replacement supplies.

Participate in and contribute to staff meetings and planning sessions and prepare minutes

Other duties as directed.

Your specific work capabilities (selection criteria)

Year 12 or equivalent competency

Considerable relevant administrative experience at an appropriate level in a University or similar environment

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Well-developed organisational skills and demonstrated ability to set priorities and meet strict deadlines

Ability to work with an attention to detail and to attend to a range of tasks simultaneously

Ability to work independently and as part of a team

Well-developed written, verbal and interpersonal communication skills

Demonstrated understanding and appreciation of different cultures and ability to apply this knowledge to deliver excellent customer service to stakeholders

Special Requirements

The incumbent will be occasionally required to attend out of hour events.

Compliance

Workplace Health and Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements.

Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

Equity and Diversity

All staff members are required to comply with the University's Code of Ethics and Code of Conduct and Equity and Diversity principles. Details of the University policies on these can be accessed at http://www.hr.uwa.edu.au/publications/code_of_ethics, <http://www.equity.uwa.edu.au>