

Position Description

Head of International Student Experience

Position Number: 00061346
Position Title: Head of International Student Experience
Date Written: April March 2018

Faculty / Division: DVC Academic
School / Unit: Student Life & Community engagement
Position Level: Senior Appointment

ORGANISATIONAL ENVIRONMENT

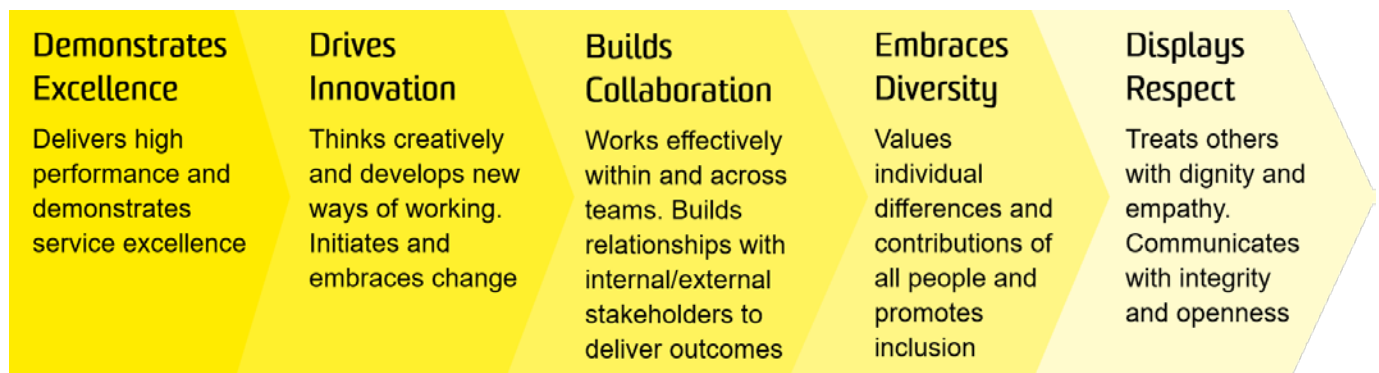
UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

The Student Support and Services (SSS) function, led by the Deputy Vice-Chancellor (Academic), is moving towards a tiered service delivery model that will deliver a central service for enquiry management whilst maintaining a local presence for specialised services. To enable this, a central team will be created comprised of four pillars which will work together, and partner with faculties, to deliver shared services and a great student experience.

The Student Life and Community portfolio will oversee the majority of shared Tier 3 services, focusing particularly on enhancing the student experience through support services and extracurricular activities. The Student Life and Community team is formed by Student Development & Support, International Student Experience, Student Health & Wellbeing, Residential life on campus; Sport, Art, Cultural, Religious Life; and Student Clubs and Societies. They will drive the management of these services and will work with the integration of the digital systems to ensure a consistent level of support and greater access to extracurricular opportunities is provided to all UNSW students.

The Head of International Student Experience is one of the key UNSW senior leadership positions and is responsible for delivering support to students with global opportunities through the coordination of international exchange opportunities, as well as the delivery of cohort specific services to international students.

The position will have amongst its responsibilities, the management of student satisfaction, retention and success of the international student cohort. The position is required to implement processes and improvements to the way UNSW manages and delivers services to international students to enable increased satisfaction levels and success in academic and personal pursuits.

The Head of International Student Experience reports into the Director of student life and community. As this is a new role in a newly formed service of the University, direct reporting relationships are still under consideration and will be developed over the coming twelve months.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Provide overall strategic direction and leadership of the team to further the University's global ambitions and ensure that all students are supported to become global citizens.
- Implement processes and improvements to the way UNSW manages and delivers services to international students to enable increased satisfaction, retention and success levels in academic and personal pursuits.
- Engage with and lead team members to create a culture of inclusion and community amongst the international student body.
- Act as the key liaison position for UNSW in interactions with NSW Police, Maroubra LAC, Consulates and other authorities regarding health, safety and wellbeing of international students
- Lead and manage the review and delivery of international exchange programs and support services for international students.
- Develop cohort specific engagement opportunities for international students at different stages of their international UNSW journey
- Develop and maintain effective relationships with a range of internal and external stakeholders, including international exchange partners, particularly throughout the transition to the trimester model.

- Keep up to date on all legislation surrounding work visas and sponsorship options. Oversee expert advice provided by the team on a range of issues for international students and exchange students, such as visa requirements.
- Implement the UNSW Health and safety management system within your area of responsibility.

SELECTION CRITERIA

- Relevant postgraduate qualifications with extensive work experience or an equivalent level of knowledge gained through any combination of formal study, training and experience.
- Demonstrated experience in Transnational Education (TNE) in an Australian context with a significant reputation within the Australian Higher Education sector
- Demonstrated exceptional interpersonal and communication skills with a strong commitment to providing excellent customer service, including the ability to liaise, support and engage with internal and external stakeholders, in particular with consulate and diplomatic staff.
- Demonstrated experience in project co-design, process improvements and critical front-line service delivery reform, with demonstrated ability to be adaptable in solution delivery.
- Sound experience in the provision of high level advice to a diverse range of stakeholders.
- Strong commitment to driving high quality services and operations within a culture of continuous improvement and service transformation, with demonstrated success in creating impact and change.
- High level ability to work systematically and strategically to resolve complex and diverse problems, identify causes, anticipate implications and make informed decisions.
- A thorough understanding of issues and trends impacting the tertiary education sector, particularly in relation to both domestic and international students.
- Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.