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| **Position Description** |

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| **Manager, International Admissions ‎‎** |
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| **Position No:** | 50111340 |
| **Department:** | La Trobe International  |
| **School:** | Recruitment & Admissions  |
| **Campus/Location:** | Melbourne |
| **Classification:** | Higher Education Officer Level 8 (HEO8) |
| **Employment Type:** | Continuing, Full-Time |
| **Position Supervisor:** **Number:** | Director, International Recruitment and Admissions ‎‎50011027 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

DVC (International) – <https://www.latrobe.edu.au/international>

**For enquiries only contact:**

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**Position Description**

# International Admissions Manager

**Position Context**

La Trobe International (LTI) collaborates with the Colleges and other Divisions to facilitate and support the achievement of the University’s strategic directions in internationalisation. The Division does this in a number of areas including**:**

* international relations and market development
* international student recruitment
* student mobility program development and management
* international student support services
* international policy and strategy development
* international partnership development, and
* international quality and compliance systems and frameworks.

The International Recruitment team in La Trobe International has responsibility for informing and then achieving the University’s commencing international student enrolment targets each year. Depending on the regional focus, this may be done through direct recruitment with or without the involvement of agents, through onshore pathways and offshore articulation arrangements and through the recruitment of students sponsored by their own or Australian governments.

Working with the Senior Manager Admissions and Pathways, the Senior Manager International Recruitment and the Manager International Compliance and Systems, the International Admissions Manager (IAM) supports the International Recruitment Team as a whole to achieve the University’s annual commencing student enrollment targets.

The IAM is also responsible for the University’s international admissions policies and processes, and implementing and quality assuring such policy, processes and procedures, ensuring broader internal and external interests are considered such as Department of Home Affairs policies and regulatory frameworks.

This role provides operational leadership to the admissions teams on international admissions and enrolment matters by liaising with the academic colleges and other central units to ensure robust and efficient processes and procedures for the selection and admission of international students are implemented and followed.

The IAM will support the development of highly productive relationships with La Trobe Melbourne and La Trobe University Sydney Campus (Navitas) to optimize admissions business processes for both organisations

This role will also have a strong focus on team building to establish a high-performance culture with customer-focused outcomes and industry expertise in the international admissions sector.

The IAM will also contribute significantly to systems projects undertaken at the University.

# Key Accountabilities

* Deliver high quality business processes and systems for the selection and assessment of over 10,000 applications annually, ensuring strict adherence to admissions policy, procedures and entry standards of the University across all regional recruitment teams
* Monitor and implement systems to ensure competitive turnaround times are maintained for application and eCOE processing to maximize conversion rates and commencing enrolments
* Management and supervision of the international admissions team (International Admissions Coordinators, admissions officers (indirect), and casuals); management of workflows, allocating tasks and managing caseloads
* Provide expert, authoritative and strategic advice to inform LTI, Colleges and the University on international admission policy and process-related issues as the central repository of information, knowledge and expertise of international admissions and provide training as required. Provide extensive reporting on admissions and identifying areas of ongoing improvement to enhance customer service standards and quality assurance outcomes
* Provide excellent customer service to all client groups, and stakeholders internally and externally including but not limited to, prospective students, agents, College staff, sponsors, institutional partners, etc.
* Work closely with the Senior Manager, Admissions & Pathways to manage, monitor, and evaluate the admissions procedures of partner institutions where the University’s programs are arranged under formal agreements. To ensure that quality of applications, admissions, and compliance are met as per the University’s standards
* Source and provide expert advice and insight to the Senior Manager, Admissions & Pathways and the Director, International Recruitment on global education systems in relation to academic and English language entry requirements and equivalencies, and provide comprehensive benchmarking as required
* Undertake regular comprehensive internal management reporting and monitoring on all aspects of admissions relating to international commencing students
* Ensure all documentation is accurate, up-to-date and in line with ongoing quality assurance and audit requirements
* Establish communication initiatives between International Admissions and Colleges to foster streamlined processes and problem solving mechanisms
* Undertake regular comprehensive internal management reporting and monitoring on all aspects of international admissions. Such reporting will include performance against targets, enrolments, pathways, tracking reports, predictive, analyses and other related areas
* Manage, coach, guide and provide leadership to support the development of direct reports.

# Key Selection Criteria

1. A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience
2. Proven expertise in the coordination of people, resources and projects; and experience in initiating and managing change; prioritising, monitoring and evaluating work performance and flow; and meeting deadlines in a complex and demanding environment
3. Demonstrated management and leadership skills with experience in managing and leading staff to promote a cohesive and effective team and managing workflows
4. Significant management and leadership experience within the international tertiary education sector. Knowledge of Australian and overseas tertiary education, university systems and procedures is desirable
5. Strong interpersonal skills including ability to negotiate, motivate, influence and proven experience in relationship management
6. Demonstrated experience in the ability to work with and understand the needs of clients from a diverse range of cultural and socioeconomic backgrounds.

# Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

# La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* We are ***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: MS Date: January 2020