

Position description

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| Position title: | Coordinator, Partner Liaison |
| School/Directorate/VCO: | International |
| Campus: | Mt Helen Campus. Travel between campuses will be required. |
| Classification: | Within the HEW Level 6 range |
| Employment mode: | Fixed-term appointment |
| Probationary period: | This appointment is offered subject to the successful completion of a probationary period. |
| Time fraction: | Full-time |
| Recruitment number: | 849068 |
| Further information from: | Ms Vanessa Brady, Manager, Partner Relationships Telephone: (03) 5327 6232 E-mail: v.brady@federation.edu.au |
| Position description approved by: | Professor Talal Yusaf Pro Vice-Chancellor, International |

This position description is agreed to by:

Employee name

Signature

Date

The University reserves the right to invite applications and to make no appointment.

Warning: uncontrolled when printed.

Authorised by: Director, Human Resources
Document owner: Manager, HR Shared Services

Original Issue: 01/11/2009
Current Version: 25/01/2019

Position summary

The Coordinator, Partner Liaison is responsible for coordinating the administrative requirements for the effective and efficient delivery of courses and programs at University partners. These administrative functions include, but are not limited to; enrolments, exam timetabling and dispatch, ensuring timely moderation of marks by academics, collection of term information from partners, and completion and graduation quality assurance.

The Coordinator, Partner Liaison is also responsible for monitoring the implementation of relevant policies, procedures and guidelines at partner providers ensuring legislative and regulatory requirements are adhered to, and supporting the administrative team responsible for partner liaison.

The Coordinator, Partner Liaison may be required to travel to University partner providers and other campuses and locations of the University from time to time as required.

Key responsibilities

1. Coordinate the administrative team, by delivering a quality customer service to students and staff at partner providers and identifying partner needs and requirements through a series of reports and recommendations.
2. Provide administrative support to the Manager, Partner Relationships and Partner Liaison team by assisting with the development of partner provider resources including key date documents, training materials and other resources. Contribute to the review of administrative procedures to facilitate the effective and efficient operations of programs.
3. Ensure legislative and regulatory requirements are adhered to by monitoring the implementation of, and compliance with, relevant policies, procedures and quality assurance processes, including making recommendations to the Manager, Partner Relationships on policy, procedure and guideline development requirements.
4. Ensure the development, maintenance and dissemination of information and documentation, including, but not limited to, manuals and website content, and conduct training to partner provider staff to ensure compliance with the University's systems and processes.
5. Analyse a range of data and prepare reports in order to inform decision-making, particularly in regards to partner compliance and adherence to University policies, procedure and processes including monitoring and measuring of partner arrangements including errors and issues, and making recommendations for resolutions.
6. Contribute to the establishment and maintenance of collaborative relationships with key staff within Schools and Portfolios of the University to contribute to the effective, efficient and timely delivery of administrative services.
7. Contribute to a customer-focused culture within the International Portfolio by coordinating the administrative team in solving non-routine problems and achieving a high standard of performance.
8. Reflect and embed the University's strategic purpose, priorities and goals when exercising the responsibilities of this position. For a more complete understanding and further information please access the Strategic Plan at: <https://federation.edu.au/about-us/our-university/strategic-plan>.

9. Undertake the responsibilities of the position adhering to:
- The Staff and Child Safe Codes of Conduct and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OH&S) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Coordinator, Partner Liaison reports to and works under the broad direction of the Manager, Partner Relationships. The position will be broadly responsible for the oversight and general day-to-day management of tasks undertaken by the partner liaison team. The position is responsible for developing and implementing administrative processes and practices, including identifying opportunities and implementing continuous improvement strategies, to enhance the workflow of the administrative team.

Training and qualifications

Completion of a degree with subsequent relevant work experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.

Position/Organisational relationships

The Coordinator, Partner Liaison reports to the Manager, Partner Relationships in the International Portfolio.

The position is responsible for contributing to enhancing the University's reputation through the effective and efficient administration of courses and programs at University partners. The position will contribute to establishing and maintaining collaborative relationships with internal and external stakeholders including Schools and other Portfolios of the University.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following Key Selection Criteria:

1. Completion of a degree with subsequent relevant work experience; extensive experience and specialist expertise or broad knowledge in administrative fields; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated knowledge of the tertiary education sector and the legislative and regulatory requirements for the delivery of international education.
3. Demonstrated experience in implementing administrative processes and practices to ensure adherence to applicable policies and procedures.
4. Demonstrated experience in sourcing and analysing data to support decision making.
5. Demonstrated ability to implement continuous improvement strategies and to make recommendations regarding policy and procedure development requirements.
6. Demonstrated ability to use University systems to analyse problems, and to conceptualise and implement innovative and best practice solutions.

7. Demonstrated ability to support a team and deal with a diverse range of duties and conflicting deadlines.
8. Demonstrated interpersonal skills, including the ability to develop and maintain collaborative relationships with a range of internal and external stakeholders to ensure successful outcomes.
9. Demonstrated knowledge and application of student management systems.
10. Demonstrated alignment with the University's commitment to child safety.

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.