Director, Global Engagement
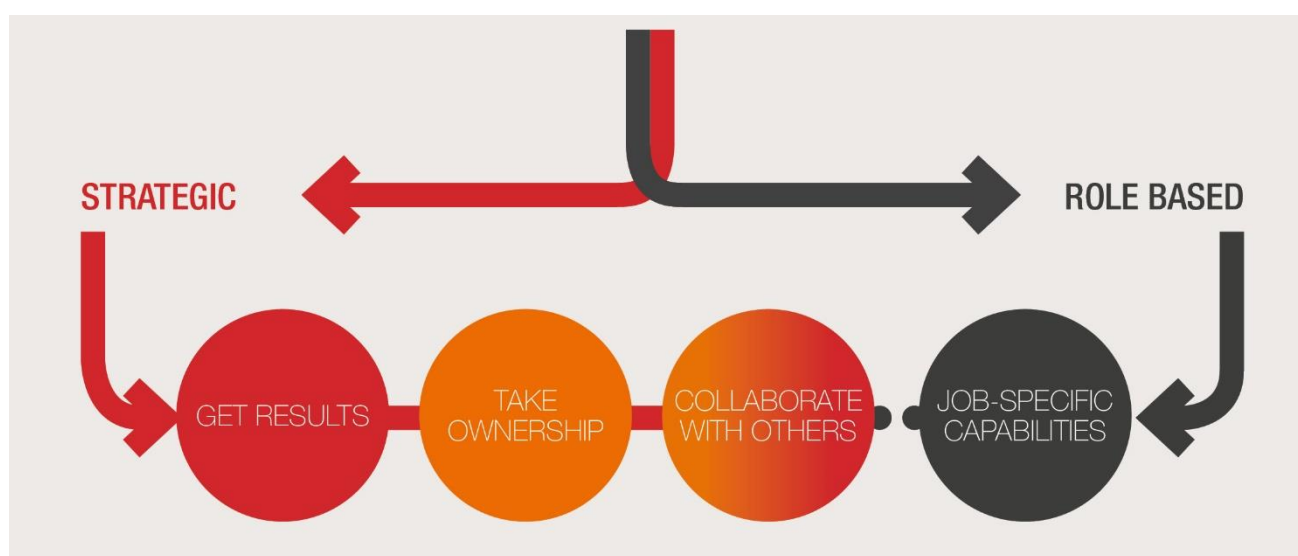## Office of the Pro-Vice-Chancellor
(Community and Global Engagement)

Classification	Senior Manager Level 5
Delegation Band	This position has delegated authority to Band 6
Special Conditions	Travel within Australia and internationally is required
Nature of Employment	Fixed Term – 5 Years
Employee Contribution to Superannuation	7% (Flexible contribution options available)
Employer Contribution to Superannuation	17%
Date Last Reviewed	August 2019

Our Values

Insightful — Understanding people and the world

Inclusive — Stronger together

Impactful — Outcome driven

Inspiring — Leading for the future

Our Capability Framework

STRATEGIC ← → ROLE BASED

GET RESULTS — TAKE OWNERSHIP — COLLABORATE WITH OTHERS — JOB-SPECIFIC CAPABILITIES

Office of Global Engagement (OGEP)

The Office is responsible for all global engagement matters including:
- International education and partnerships strategy;
- International relations, sector leadership and advocacy;
- International student trend analysis, recruitment and marketing activities;
- International student admissions;
- International education quality assurance and compliance;
- International and domestic partnership development and management; and
- Student mobility, including student exchange and short terms programs through the CSU Global program.

The Office provides expertise and a range of services to support whole-of-University goals associated with international education and partnerships. In achieving these goals, the Office collaborates with a global network of stakeholders. In addition, the Office works with all areas of the Charles Sturt community to develop a strong and integrated approach to International business development, quality assurance, risk management, student mobility, marketing, and student recruitment.

Organisational Chart

Reporting Relationships

This position reports to: Pro-Vice-Chancellor (Community and Global Engagement)

This position supervises: Senior Manager, Recruitment and Marketing
                                 Senior Manager, International Admissions
                                 Senior Manager, Education and Partnerships
                                 Manager, Learning Abroad and Exchange
                                 Business Improvement Lead
                                 Market Intelligence Officer, International
                                 Executive Assistant

Key Working Relationships

- Executive Deans
- Heads of Schools
- Executive Directors
- Directors
- International education agents and other intermediaries
- Government agencies and stakeholders
- International education sector networks and forums

Position Overview

Charles Sturt University is embarking on a high impact reform of its international education and partnerships operations, with a bold vision for growth and quality at its regional campuses. As part of this reform we're seeking a senior leader to actively support the Pro-Vice-Chancellor (Community and Global Engagement) in driving change and whole-of-university outcomes.

The Director will provide leadership on strategy regarding Charles Sturt's international education and partnerships activities, and lead the management and coordination of related activities. This will include market and regulatory trend analysis, international compliance, international admissions, recruitment and marketing, learning abroad and exchange, and new innovations for pathways and partnerships.

Team work, a growth mind set and strategic engagement capabilities are required for the role, as such, the Director will make a significant contribution to the values-led culture of the portfolio.

Principal Responsibilities

The Director, Global Engagement will:

1. Lead the ongoing development and implementation of the Charles Sturt International Education and Partnerships Strategy 2020-2023

2. Manage all functional teams, resources and infrastructure within the Office of Global Engagement and Partnerships under a clear vision, to achieve OGEP key performance indicators

3. Provide strategic advice to the Pro-Vice-Chancellor (Community and Global Engagement) regarding the University's international and partnership objectives, in particular in relation to linkages with the Our Communities Strategy, in order to enhance international student employability and overall experience

4. Ensure appropriate quality assurance, risk management, monitoring and reporting functions are in place and being continuously improved

5. Drive efficiency and outstanding customer service from the international admissions function

6. Lead the recruitment and marketing team to achieve KPIs

7. Grow Charles Sturt mobility programs, via learning abroad and exchange activities both inbound and outbound

8. Enhance existing and establish new relationships with strategic international and VET sector institutional partners

9. Lead the Office's stakeholder engagement strategy, both internally (with University Schools, Faculties and Divisions) and externally (with customers, intermediaries and suppliers)

10. Coordinate business case development, grant applications and policy response papers as they relate to international education and partnership activities

11. Other duties appropriate to the classification as required.

CSU Generic Accountabilities

A Director is accountable for:

(a) Managing change by anticipating and responding to developments within the external and internal environment that may impact on a Section;

(b) Leading and guiding consultative planning and the management of performance to set and implement a Section's objectives and strategies that contribute to the achievement of a Section's objectives;

(c) Managing the finances of a Section within the terms of the approved budget, and actively pursuing ways to increase University income and contain expenses at the Section's level;

(d) Ensuring the implementation of a responsive client focus at the Section's level;

(e) Leading the management and regulation of the quality and delivery of services to a Section's clients and stakeholders;

(f)   Managing the staff and other resources of a Section effectively;

(g)   Providing leadership and support for the development of staff within a Section;

(h)   Participating in the Performance Management Scheme;

(i)   Ensuring equity and occupational health and safety within a Section;

(j)   Contributing to the overall direction, leadership and management of the Division, as part of the management team; and

(k)   Leading in accordance with the University leadership expectations and capabilities of the CSU Leadership and Management Development Framework.

Physical Capabilities

The incumbent may be required to:

- Travel domestically and internationally on a regular basis.

- Work in other environments beyond the office such as other campuses as well as possible car and air travel. It will include work with a diverse range of staff, students and community members.

- On occasion drive a university vehicle distances up to 500kms per day within the terms of the University's Driving Hours Guidelines and Policy available at https://policy.csu.edu.au/document/view-current.php?id=184.

Selection Criteria

Applicants are expected to address the selection criteria when applying for this position.

1. A relevant post-graduate qualification and/or relevant experience and demonstrated leadership in the international education and partnerships sector

2. A demonstrated in-depth understanding of the international education, general higher education and vocational education policy environments in Australia, including all relevant legislative requirements that apply to international education providers

3. Extensive experience in the establishment and maintenance of International Education and/or Vocational Education and Training (VET) partnerships, resulting in successful outcomes

4. Proven ability to drive enrolment and revenue growth from international education and partnerships recruitment and marketing activities from a range of student markets

5. Advanced stakeholder engagement capabilities, utilised to develop and manage strategic relationships with a range of stakeholders, in order to deliver whole-of-organisation outcomes

6. Significant leadership/management experience with demonstrable skills in developing values-led cultures and implementing strategic plans.

7. Ability to strategically manage finances, resources and infrastructure within areas of responsibility.

8. Ability and willingness to travel within Australia and internationally as required.

Information for Prospective Staff

Your Application

E-recruitment is the method by which CSU manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to www.csu.edu.au/jobs/.

If intending applicants are unable to access this website, please contact the HR Service Centre on 02 6338 4884.

Staff Benefits

CSU is committed to providing an employment environment that fosters teamwork, innovation, reflective practice, continual learning, knowledge sharing and opportunities for staff to achieve their full potential. CSU is committed to providing a flexible working environment that encourages employees to live a balanced lifestyle, combining work and family responsibilities.

To find out more: http://www.csu.edu.au/jobs/working-with-us/benefits-and-rewards.

Essential Information for Staff

- All employees have an obligation to comply with all the University's workplace health & safety policies, procedures and instructions and not place at risk the health and safety of any other person in the workplace;

- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace;

- All employees are to ensure the creation and maintenance of full and accurate records of official University business adheres to the University's Records Management Policies;   and

- All employees are expected to undertake an induction program on commencement.

Further information regarding the policy and procedures applicable to Workplace, Health and Safety and Equal Opportunity can be found on the CSU website http://www.csu.edu.au/division/hr/.

Further information regarding the policies and procedures of CSU can be found in the CSU Policy Library at: https://www.csu.edu.au/about/policy.

The following links are listed from CSU Policy Library on relevant specific policies:

- Code of Conduct
- Staff Generic Responsibilities Policy
- Delegations and Authorisations Policy
- Outside Professional Activities Policy
- Intellectual Property Policy