

# Position Description

## *International Program Manager*



### Details

Faculty or Portfolio	Faculty Services - Faculty Science, Engineering and Built Environment
Division or School or Institute / Team	Partnerships and Engagement Team
Employment	Continuing, Full-time
Location	Burwood, Waurn Ponds or Warrnambool
Classification	HEW 8
Manager (report to)	Ruby Lee - Manager, Partnerships and Engagement

### Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the [University acknowledges](#), values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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### Overview

The International Program Manager will oversee the Faculty of Science, Engineering and Built Environment academic partnership programs and the manager position will be supported by a team of two staff to deliver these programs. The academic partnership programs aim to provide international students (onshore and offshore) with a pathway to gain a Deakin degree and ensure the University has a sustainable international enrolment pipeline.

The International Program Manager will be responsible for the establishment of the program, ongoing oversight, setting priorities and hands-on administration. As well as developing effective relationships between Deakin University and institutional partners identified within the programs.

The incumbent will work collaboratively with the Manager, Partnerships and Engagement to facilitate communication with Schools, Partnerships and Engagement team and key project stakeholders across the University to effectively leverage partnership opportunities.

### Responsibilities

1. Oversee delivery objectives, and partnership outcomes, manage escalations, and lead a team of two staff to undertake responsibility for day-to-day coordination, communication, and administration of specified key relationships.
2. Use international education knowledge to oversee the integration, management, and quality control of academic partnerships programs
3. Set and manage stakeholders' expectations, develop a detailed operational plan for each partnership program and assign internal and external stakeholders to specific tasks
4. Create an accurate timeline of program milestone completion to ensure tasks are finished within the confines of the assignment and remain aware of each program's progress in the academic calendar
5. Manage any internal and external curriculum updates and anticipate any potential impacts on the academic partnerships program before they arise
6. In conjunction with the Manager, Partnerships and Engagement, lead the development of academic partnerships agreements in consultation with the Office of General Counsel at Deakin
7. Lead the design and delivery of partner and prospective student engagement activities to support the Faculty's international objectives
8. Work alongside the Partnerships and Engagement Manager to develop the annual international engagement activities plan and international travel plan
9. Manage, analyse and assess the Faculty International budget, reporting student progress and performance and strategic impact of potential and existing programs
10. Lead the faculty international team to consult and support international student recruitment and/or marketing activities initiated by Deakin International and the Marketing Division
11. Act as a mentor and work with team members to facilitate growth and development by giving balanced, constructive feedback considering individual capability and team performance, in alignment with Deakin's code of conduct and core university strategies and policies that promote a safe, sustainable and productive working environment.

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### Relationships

- Internal relationships: Associate Dean (International and Partnerships), Associate Head of School (International), Academic Services, Schools, Deakin International, International Admission, Marketing Division, Office of General Counsel
- External relationships: **International Academic Partners**

### Selection

#### *Qualifications and experience*

- Relevant tertiary qualifications and/or extensive professional experience and management expertise in international education; project management, or equivalent experience is desirable
- Extensive experience in the Australian and international tertiary education environment, particularly in relation to teaching programs at the tertiary level
- Project management experience in managing in partnership, implementation, quality assurance and evaluation
- Demonstrated understanding of international and transnational education partnerships, with experience managing internal and external relationships to achieve desired outcomes within a complex organisation or environment.
- Demonstrated knowledge and awareness of cultural and business etiquette
- Demonstrated experience in the leadership and management of staff including staff development, performance planning and review, performance improvement and delegation of duties.

### Capabilities

1. **Navigating Complexity:** Proactively and quickly making sense of complex issues; responding effectively to difficult and ambiguous situations
2. **Planning and Organising:** Plans, analyses and co-ordinates the delivery of projects while balancing priorities and resources
3. **Analysis and Problem Solving:** Sources relevant information; identifies problems and offers sustainable practical solutions
4. **Continuous Improvement:** Proactively improves the efficiency and quality of existing materials processes and systems
5. **Inspiring Results:** Translates strategic priorities into operational reality; inspires outcomes through others
6. **Leading Teams:** Uses appropriate methods to support, develop, motivate, and guide the team to achieve successful outcomes

### Special Requirements

- Infrequent work outside business hours is required (e.g., work at evening or weekend events is required)
- Regular international travel and travel between campuses will be required
- Drivers Licence
- Working with Children Check (refer to Recruitment Procedure)

### Note

# Position Description

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.



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