

## Senior Manager, International Admissions

Office of Global Engagement and Partnerships

Classification	Level 9
Delegation Band	<a href="#">Delegations and Authorisations Policy (see Section 3)</a>
Hours per Week	35
Special Conditions	International travel may be required
Nature of Employment	Continuing
Workplace Agreement	<a href="#">Charles Sturt University Enterprise Agreement</a>
Date Last Reviewed	4 July 2019

### Our University Values



### Our Core Competencies

Charles Sturt University (Charles Sturt) staff are expected to demonstrate the following competencies:

#### ***Set Direction and Deliver Results***

- Creating and innovating.
- Delivering results and meeting customer expectations.
- Entrepreneurial and commercial thinking.

#### ***Collaborate with Impact***

- Relating and networking.
- Working with people.
- Persuading and influencing.

#### ***Lead Self and Others***

- Adhering to principles and values.
- Deciding and initiating action.
- Adapting and responding to change.

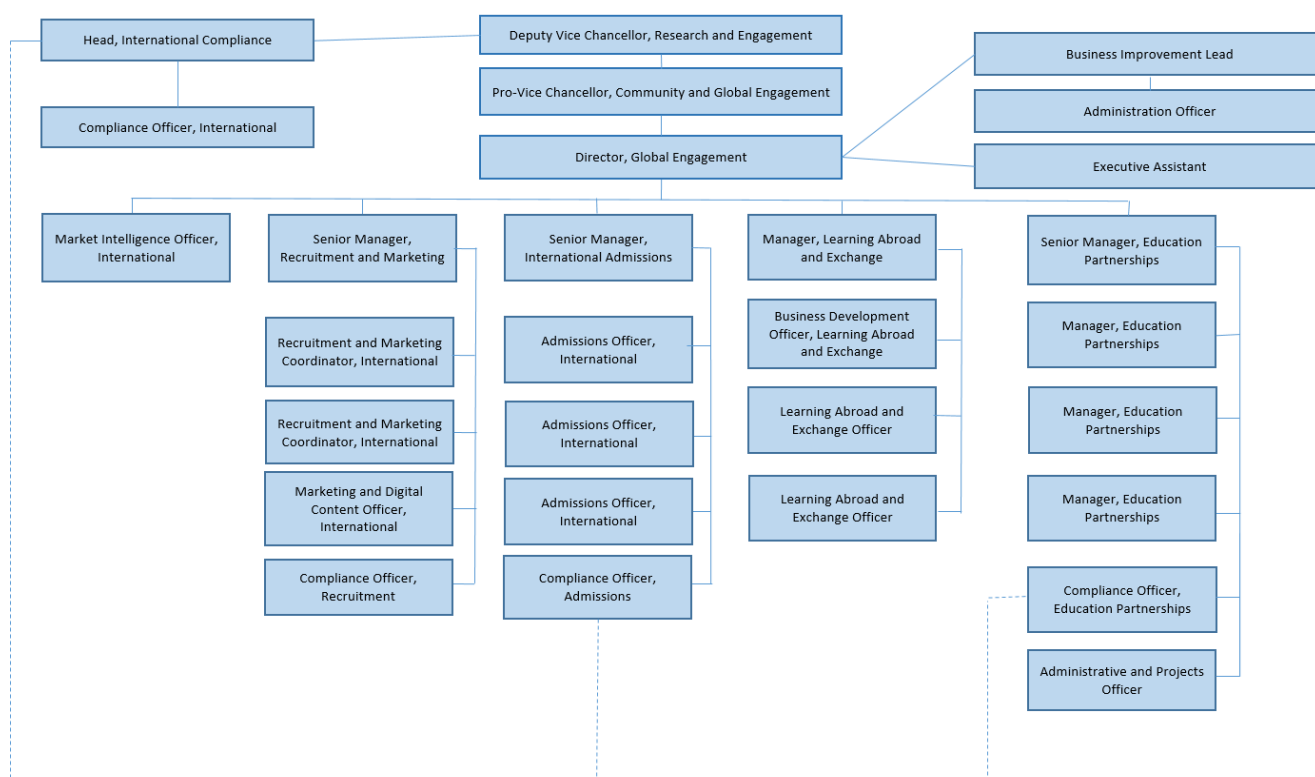
## Office of Global Engagement and Partnerships

The Office is responsible for all global engagement matters, including:

- International and Partnerships Strategy
- International relations, sector leadership and advocacy
- International student 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 Charles Sturt Global program.

The Office provides expertise and a range of services to support the University in achieving goals associated with international education and partnerships. In meeting this responsibility, 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 business development, quality assurance, risk management, student mobility, marketing, and student recruitment.

### Office organisational chart



### Reporting Relationships

This position reports to: Director, Global Engagement

This position supervises: Admissions Officer, International x 3  
Admissions Officer, South Asia  
Admissions Officer, China x 2  
Compliance Officer, Admissions

## Key Working Relationships

- External partnership stakeholders, including education institutions, intermediaries, government and community stakeholders
- Charles Sturt stakeholders who hold responsibility for Charles Sturt international and partnership arrangements and delivery (multiple within Faculties and Schools)
- Charles Sturt stakeholders facilitating outcomes
  - Division of Finance
  - Division of Student Administration
  - Division of Marketing and Communication
  - Division of Student Services

## Position Overview

As a senior leader in the organisation, the Senior Manager, International Admissions will develop and implement the University's International Admissions Sub-Strategy, a major pillar of the Charles Sturt International and Partnerships Strategy 2020-2023.

The role will lead the Charles Sturt international admissions function in achieving defined service and growth objectives, including management of the conversion strategy for international applications, the International Student Scholarships Scheme and procedural quality assurance activities (including the Charles Sturt Genuine Temporary Entrant process).

The Senior Manager, International Admissions will have a high level of engagement across the University to facilitate collaboration and provide expert advice on matters relating to international admissions, with the objective of maximising outcomes for Schools, Faculties and the broader University.

## Principal Responsibilities

- Develop and implement a strategic plan associated with Charles Sturt's International Admissions function (as a primary component of the overall International and Partnerships Strategy 2020-2023)
- Develop, implement and monitor a range of procedures that maximise service outcomes and grow enrolments and revenue from international education and partnership activities.
- Strategically manage quality assurance elements of the international admissions process against benchmarking indicators, ensuring consistency of systems and processes and adherence to University policy and procedures.
- Oversee the day-to-day application processing function of the International Admissions team by monitoring application workflow and volume on a daily basis. Ensure that application processing is being delivered within identified timelines and that customer service standards are being met or exceeded.
- Actively engage with, influence and negotiate with a range of stakeholders in the internal and external environment.
- Hold responsibility for the management and communication of admissions/course information to stakeholders, and ensure relevant information is updated and maintained in admissions related systems.
- Lead the Admissions team in delivering the unit's strategic objectives, and provide strategic leadership and guidance as a member of the senior leadership team.
- Take ownership of more complex enquiries from clients, including prospective students, recruitment agents and University staff, in a timely manner.
- Contribute to a culture of collaboration within and across the International Admissions team and Office of Global Engagement and Partnerships. Maximise the engagement and collaboration of the International Admissions team with other Divisions, Faculties and external stakeholders.
- Other duties appropriate to the classification, as required.

## Physical Capabilities

The incumbent may be required to:

- Work in other environments beyond the school 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 Driver Safety Guidelines and Policy available at <https://policy.csu.edu.au/document/view-current.php?id=184>.
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kgs.
- Travel overseas with minimal notice

## Selection Criteria

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

- A. Extensive leadership experience in an admissions or contact centre environment, including the ability to meet explicit goals associated with service standards and conversion rates (maximum 1 page)
- B. Demonstrated, advanced stakeholder engagement and communications capabilities (maximum 3/4 page).
- C. Demonstrated ability to apply knowledge of legislative, governance and quality assurance regulations (maximum 3/4 page)
- D. Proven high level strategic planning and project management skills, including the ability to design, implement and evaluate new processes that increase efficiency/ effectiveness (maximum 3/4 page)

## **Information for Prospective Staff**

### **Your Application**

E-recruitment is the method by which Charles Sturt manages its recruitment processes and it is preferred that all applications be lodged using this method. Please refer to [www.csu.edu.au/jobs/](http://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**

Charles Sturt 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. Charles Sturt

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 work health and 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 Work Health and Safety and Equal Opportunity can be found on the Charles Sturt website <http://www.csu.edu.au/division/hr/>.

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

The following links are listed from [Charles Sturt Policy Library](#) on relevant specific policies:

- [Code of Conduct](#)
- [Staff Generic Responsibilities Policy](#)
- [Delegations and Authorisations Policy](#)
- [Outside Professional Activities Policy](#)
- [Intellectual Property Policy](#)