

Position Description

College/Division:	Global Engagement
Faculty/School/Centre:	Student Recruitment
Department/Unit:	International Student Recruitment
Position Title:	International Agent Officer
Classification:	ANU05
Position No:	
Responsible to:	Manager, International Student Recruitment
Number of positions that report to this role:	None
Delegation(s) Assigned:	None

PURPOSE STATEMENT:

Under the general direction of the Manager, International Student Recruitment, the International Agent Officer is responsible for providing efficient and effective administration on matters relating to agent administration in a busy international student recruitment environment.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The International Agent Officer will work closely with the International Recruitment Manager and a broad group of stakeholders, including the International Recruitment, International Admissions, the Director of Marketing and Student Recruitment; and Finance team. This position will be based at the International Student Recruitment Office and will report to the Manager of International Student Recruitment.

Role Statement:

This position is to provide support to and administer agreements, agent database and commissions with international agents. Under the general direction of the Manager, International Student Recruitment, this position will:

1. Work closely with the Manager of International Student Recruitment and Direct Marketing Coordinator in designing and managing the delivery of communications to agents, ensuring products, programs and initiatives are marketed consistently
2. Assist in managing contracts for existing and new contractual agreements with international agents
3. Liaise with the Associate Director of Student Recruitment and Manager of International Student Recruitment to assess and evaluate applications for new agent agreements and make recommendations
4. Implement and monitor contract agreements to ensure international agents comply with specific terms and conditions including correct commission payments
5. Administer and process commission claims and follow up commission disputes in consultation with student admissions and finance
6. Collaborate with the International Recruitment Officers in designing and implementing agent training materials, schedules and protocols to comply with the university's legal obligations
7. Collate, evaluate and report on financial and other performance matrix including the quality, volume and retention of student enrolments for specific international agents and recommend appropriate interventions where applicable
8. Assist in identifying and addressing or escalating potential areas of risk, non-compliance or performance issues with international agents to the Manager of International Student Recruitment
9. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity
10. Other duties as required consistent with the classification of this position and in line with the principle of multitasking

SELECTION CRITERIA:

1. Demonstrated relevant experience in an administrative role in a complex environment. Relevant qualifications will be highly regarded, as will experience in finance, student administration or human resources.
2. Demonstrated experience building and maintaining stakeholder relationships in a culturally diverse environment
3. Proven strong analytical and problem solving skills. The ability to interpret, apply and advise on policy and procedures within a complex organisation.
4. Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high-quality outcomes.
5. Proficiency using the MS Office suite and experience with online data management platforms.
6. A demonstrated understanding of the University's equal opportunity principles and policies and a commitment to their application in a university context.

Delegate Signature:		Date:	
Printed Name:	Sandra Nitschke	Position:	Acting Director, Recruitment Associate Student

References:[General Staff Classification Descriptors](#)[Academic Minimum Standards](#)



Australian
National
University

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	Global Engagement	Dept/School/Section	Student Recruitment
Position Title	International Agent Officer	Classification	ANU05
Position No.		Reference No.	

In accordance with the Occupational Health and Safety Act 1991 the University has a duty of care to provide a safe workplace for all staff.

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's Health Surveillance Program where appropriate – see . http://info.anu.edu.au/hr/OHS/___Health_Surveillance_Program/index.asp
Enrolment on relevant OHS training courses should also be arranged – see http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see 'Employment Medical Procedures' at http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp

Potential Hazards

<ul style="list-style-type: none"> • Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a regular or occasional part of the duties. 					
TASK	regular	occasional	TASK	regular	occasional
key boarding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	<input type="checkbox"/>	<input type="checkbox"/>	gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>	beta particles	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>	nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>			
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>	microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>	potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>	laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
carcinogens			genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	immunisations	<input type="checkbox"/>	<input type="checkbox"/>
OTHER POTENTIAL HAZARDS (please specify):					

Supervisor's Signature:		Print Name:	Sandra Nitschke	Date:	
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