

# Position description

<b>Position title:</b>	<b>Manager, International Education Agents</b>
<b>School/Directorate/VCO:</b>	<b>International</b>
<b>Campus:</b>	<b>Mt Helen Campus. Travel between campuses will be required.</b>
<b>Classification:</b>	<b>Within the HEW level 8 range</b>
<b>Employment mode:</b>	<b>Continuing appointment</b>
<b>Probationary period:</b>	<b>This appointment is offered subject to the successful completion of a probationary period.</b>
<b>Time fraction:</b>	<b>Full-time</b>
<b>Recruitment number:</b>	<b>849447</b>
<b>Further information from:</b>	<b>Associate Professor Jason Giri, A/g Pro Vice-Chancellor, International Telephone: (03) 5327 6229 E-mail: <a href="mailto:j.giri@federation.edu.au">j.giri@federation.edu.au</a></b>
<b>Position description approved by:</b>	<b>Associate Professor Jason Giri, A/g Pro Vice-Chancellor, International</b>

**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

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## Position summary

The International portfolio is responsible for recruiting and admitting international students to the University campuses, along with providing administrative services for students studying at partner provider teaching locations and other services.

As the Manager, International Education Agents, you will have the responsibility of managing onshore and offshore agents and working closely with the student recruitment and admission teams. You will also be required to possess significant knowledge of ESOS legislative framework, international markets for Australian Higher Education, data and reporting, contract management and best practices for customer services.

In this position you will develop, implement and continuously improve systems, procedures and practices to contribute to managing a network of high performing agents. The role also involves monitoring agents' performance, managing, and maintaining financial records.

Travel between campuses and to various University events will be required.

## Key responsibilities

1. Management of agents' contracts and making recommendations for their renewal or cessation.
2. Evaluation of the risk profile of prospective agents to support decisions to enter into contracts.
3. Working closely with admission and recruitment teams to develop sophisticated systems for data analysis and reporting on agents' performance evaluation within a supportive and transparent environment.
4. Demonstrate leadership and expertise in developing and implementing strategic initiatives to enhance the assurance processes for the recruitment of students through the University's network of education agents.
5. Develop and continuously improve agent training tools and maintain their validity to reflect legislative and strategic changes.
6. Demonstrate an understanding of quality assurance and monitor agents' compliance with ESOS legislative framework and the University policies and regulations through conducting periodic internal assessments.
7. Demonstrate a high level of cultural awareness and sensitivity in managing relationships with the University's agent network.
8. Create and maintain a system for the recording of agent information and financial records and assess and process payments to agents.
9. Reflect and embed the University's Principles, Objectives and Strategic Priorities 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>.

10. 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 Manager, International Education Agents works under the broad direction of the Pro Vice-Chancellor (PVC), International working with a degree of autonomy and works closely with International Admissions, International Student Recruitment and International Compliance to manage Agent activity. The Manager International Education Agents will work with a high level of autonomy and ensure the University's agents perform to the expected standard, do not present an unacceptable level of risk and support the strategic goals of the University.

The position requires leadership and project management skills to scope, develop, implement and continuously improve processes for monitoring and management of agents. It is also required to apply critical judgement when making decisions and the ability to identify potential consequences and maximise opportunities for the University.

## Training and qualifications

The Manager, International Education Agents position will require postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive relevant work experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

## Position/Organisational relationships

The Manager, International Education Agents is expected to work collaboratively within the University with International Student Recruitment, International Marketing, the International Admissions office and the Legal office to coordinate an effective strategy for building and maintaining mutually beneficial relationships with agents.

The position is responsible for representing the University in interacting with agents, representatives from the sector, government bodies and external auditors. The position will report to the PVC, International.

## 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. Postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or extensive relevant work experience and management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Proven capacity to develop and implement strategy to achieve defined outcomes within set timeframes.

3. Demonstrated thorough understanding of the National Code of Practice for Providers of Education and Training to Overseas Students in particular standards that are relevant to education agents.
4. Demonstrated experience working with international education agents along with a clear, proven understanding of the international education market, including a thorough knowledge of university and higher education policies.
5. Highly developed problem-solving skills, the ability to work independently on tasks/projects and collaboratively within a team environment, and the ability to develop and maintain effective working relationships with key internal and external stakeholders.
6. High-level communication skills, including cross-cultural sensitivity and the ability to lead in formal presentations.
7. Demonstrated skills in data analysis and reporting and strong experience in using appropriate software platforms.
8. Highly developed organisational skills, including the ability to manage multiple complex tasks to completion within set deadlines and project management experience.
9. 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.