



**Australian  
National  
University**

## Position Description

<b>College/Division:</b>	International Strategy and Future Students Division
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	International Student Recruitment
<b>Position Title:</b>	Manager, International Development
<b>Classification:</b>	Senior Manager 1 (Administration)
<b>Position No:</b>	
<b>Responsible to:</b>	Associate Director, Future Students (International)
<b>Number of positions that report to this role:</b>	8
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The International Strategy and Future Students (ISFS) Division brings together brand (identity), international and domestic recruitment, strategy, market research, marketing, advertising, digital, social media engagement and creative design at ANU. The Division is responsible for delivering high quality communications and experiences for future students in accordance with the University's strategic objectives.

The Future Students team leads domestic and international student acquisition for The Australian National University (ANU). The team maintains multiple key relationships; these include education agents, sponsoring organisations and government ministries, and high schools in Australia and overseas. The team delivers a busy online and offline events program to support student engagement in Australia and internationally. The team also manages a significant inbound enquiry volume.

### KEY ACCOUNTABILITY AREAS:

Under the broad direction of the Associate Director, Future Students (International), the Senior Manager, International Development is a strategically important role tasked with leading the achievement of the university's strategic international student recruitment objectives.

As the National University, and one of the world's best, ANU is committed to providing unrivalled student experience and customer service to our stakeholders. As such, the Senior Manager, International Development will work with ANU colleagues to ensure that ANU stays at the leading edge of international student acquisition and conversion practices. The successful candidate's main responsibility will be the oversight, management and development of the ANU Offshore Network of recruitment representatives in multiple key markets, including the direct management of lead representatives in each market.

### Position Dimension & Relationships:

The Senior Manager, International Development will lead a team responsible for strategic international student recruitment activities including managing the ANU Offshore Network of recruitment representatives in key international markets. The manager will also have oversight of the third-party contractual arrangements in place to support the Offshore Network operations. The position will report to the Associate Director, Future Students International and will work closely with the broader International Student Recruitment team as well as key partners across the University including academic Colleges, Admissions, ANU Legal Office and other key partners.

The position will be required to develop and implement international strategic initiatives to achieve the University's international recruitment aims. It also plays a key role in leading the management and performance measuring of education agents and the management of the Offshore Network including setting and measuring contracted KPIs for the Network. The Senior Manager, International Development will also be required to provide management information and reporting on an ongoing basis to senior colleagues in the division and, on occasion, to the ANU Executive

**Role Statement:**

- Lead the development and implementation of the University's internationalisation strategy and the development of operational policies and procedures, ensuring compliance with the ESOS Act and other relevant legislation.
- Lead a range of international business development and student recruitment activities across each stage of the future student pipeline, to generate revenue for the university.
- Develop and maintain strategically important relationships with external stakeholders including sector bodies, partner universities, education agents, schools sponsor bodies and government organisations. This includes negotiating and maintaining important contracts.
- Develop and maintain strong relationships with internal stakeholders such as the Office of the Deputy Vice Chancellor, Admissions, Legal Office, the Academic Standards and Quality Office, and ANU Colleges.
- Provide briefings, reporting and expert advice to the Associate Director, Future Students (International), Director, Future Students, ANU senior management and the ANU executive. This includes the development and provision of management reporting, analysis and business intelligence.
- Manage a cross-functional team, including a large Network based internationally, dedicated to delivering exceptional services to internal and external stakeholders.
- As a senior leader in the ISFS Division, contribute to the positive working culture of the Division through providing coaching, mentoring, skills and career development, feedback on performance, and workload management of direct reports.
- Lead the ANU Offshore Network's operations, contractual arrangements and manage representatives based in India, Middle-East, Indonesia, Vietnam and Europe.
- Manage the International Student Recruitment team budget, including the Offshore Network.
- Undertake overseas and interstate travel on behalf of the University, including working outside normal business hours.
- Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.
- Undertake other duties commensurate with the classification of the position.

**SELECTION CRITERIA:**

1. Progress towards postgraduate qualifications, or an equivalent combination of experience and education/training. Demonstrated leadership experience working for a large and complex organisation, preferably in a higher education environment, would be highly regarded.
2. Demonstrated, high level understanding of higher education international student recruitment, including an understanding of admission requirements and Australian government regulations for international students. Experience in an international education setting, particularly pertaining to education agent management and/or third party contractors, would be advantageous.
3. Demonstrated high-level analytical, problem-solving and decision-making skills, including experience analysing complex data from multiple sources, and making recommendations to senior leadership.
4. Demonstrated experience liaising with a broad range of internal and external stakeholders, including senior stakeholders, to deliver on strategic and operational objectives.
5. Demonstrated supervisory experience in a culturally diverse environment, with an ability to coach and mentor staff, to prioritise workloads and to lead teams to deliver on challenging objectives in a timely manner and on budget.
6. Proven high level interpersonal and consultation skills with demonstrated effective communication skills and the ability to deliver oral presentations. Demonstrated experience developing comprehensive written documentation and reports.
7. Possesses a strong understanding of cross-cultural issues and their relevance in a tertiary education context. Fluency in a major world language other than English would be highly regarded.
8. A demonstrated high level of understanding of equal opportunity principles and a commitment to the application of EO policies in a university context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the [Background Checking Procedure](#), which sets out the types of checks required by each type of position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
<b>Printed Name:</b>		<b>Uni ID:</b>	

**References:**

[Professional Staff Classification Descriptors](#)

[Academic Minimum Standards](#)



# Pre-Employment Work Environment Report

## Position Details

College/Div/Centre	International Strategy and Future Students Division	Dept/School/Section	International Student Recruitment
Position Title	Manager, International Development	Classification	Senior Manager 1
Position No.		Reference No.	

In accordance with the Work Health and Safety Act 2011 (Cth) the University has a primary duty of care, so far as reasonably practicable, to ensure the health and safety of all staff while they are at work in the University.

- 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 and health and safety hazards prior to application.
- Once an applicant has been selected for the position they must familiarise themselves with the University WHS Management System via Handbook guidance <https://services.anu.edu.au/human-resources/health-safety/whs-management-system-handbook>
- The hazards identified below are of generic nature in relation to the position. It is not correlated directly to training required for the specific staff to be engaged. Identification of individual WHS training needs must be in accordance with WHS Local Training Plan and through the WHS induction programs and Performance Development Review Process.
- '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](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

## Potential Hazards

- 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 checked="" type="checkbox"/>	work at heights	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
Organizing events	<input type="checkbox"/>	<input checked="" type="checkbox"/>	noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	electricity	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
<b>NON-IONIZING RADIATION</b>			<b>IONIZING RADIATION</b>		
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"/>			
<b>CHEMICALS</b>			<b>BIOLOGICAL MATERIALS</b>		
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/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>	clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>	genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
			immunisations	<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER POTENTIAL HAZARDS (please specify):</b>					
<b>Supervisor/Delegate Name:</b>			<b>Date:</b>		