

## Position Description – Client Service Officer (International Partnerships)

Updated 8 February 2022

POSITION DETAILS	
Portfolio	Portfolio of the Vice-President and Pro Vice-Chancellor (International)
Organisational Unit	Flinders International
Supervisor	Director, International Partnerships
Classification	Higher Education Officer Level 5
Employment Type	Fixed Term, Full-Time

POSITION SUMMARY
<p>The Client Service Officer (International Partnerships) is responsible for supporting initiatives aligned with the international strategic goals of the University, that advance the College's ambitions with a particular focus on international partnerships, but also support for international recruitment working closely with the relevant Manager International Partnerships.</p> <p>The position provides support to the end-to-end service delivery that links international strategy with operational delivery and is the key conduit between the College and the Flinders International Portfolio.</p> <p>The position may require you to undertake interstate and international travel as required, including an expectation of working outside normal hours with restrictions on taking leave during peak work periods.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> <li>demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;</li> <li>contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;</li> <li>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>A valid National Police Certificate which is satisfactory to the University will also be required before the successful applicant can commence in this position.</i></p> <p><i>If you are required to work in any capacity, incidental or not, in a health care setting or other setting identified within a government direction issued pursuant to the Emergency Management Act 2004 (SA) or Public and</i></p>

*Environmental Health Act 2011 (NT) you will be required to be vaccinated against COVID-19 and provide proof of your vaccination as a condition of your employment.*

### KEY POSITION RESPONSIBILITIES

The College Service Officer (International Partnerships) is accountable for:

1. Working closely with Flinders International staff (Partnerships, Flinders Recruitment and Admissions teams) to support key international priorities.
2. Mapping and reviewing international student articulation pathway arrangements including;
  - coordination of all information related to articulation arrangements, including working with relevant Flinders International staff to review and report on international student flows from particular pathway partners of the University;
  - coordination and collection of curriculum from identified pathway providers (that may include: articulation, twinning, transnational education (TNE), mobility and government sponsored partners of the University), and within Flinders International on formal arrangements and where applicable credit precedence from such partners;
  - work with Colleges, Flinders International (Partnerships, Recruitment, Admissions teams) and other relevant staff to obtain information regarding articulation pathways, agreements and credit exemptions.
3. Supporting a central process for the assessment and oversight of pathway partners including;
  - working closely with the Managers in Flinders International and other Flinders International staff to ensure the efficient selection (including undertaking due diligence) and ongoing management of new and existing pathway partners that have the potential for high volume (strong quality student flows to Flinders);
  - working closely with the Director International Partnerships, the Managers in Flinders International and other senior Flinders International staff to support operational plans and develop initiatives that assist in the attainment of student recruitment targets from all international pathways (articulation, TNE, twinning, mobility, government sponsored partnerships);
  - working closely with relevant College staff to continuously monitor curriculum changes to ensure that international pathway data, articulation arrangements and academic credit exemption data are updated as required;
  - ensuring that data captured in communications (e.g. partner websites, brochures and the like) is accurate at all times.
4. Working closely with relevant International Partnerships staff in order to assist in the completion of approval documentation within the International Engagement Framework for all such international partnerships.
5. Supporting Flinders International staff as directed towards the development and ongoing oversight of College specific projects and partners across all business lines (recruitment, TNE, twinning, articulation, sponsored students, and mobility).

### KEY POSITION CAPABILITIES

- Completion of a degree or relevant work experience; or an equivalent combination of experience and / or relevant advanced diploma qualification
- Demonstrated experience working within a team environment to assist in the development and implementation of proposals, business plans, as well as content for agreements and contracts preferably within a higher international education context.
- Demonstrated ability to use high level planning skills and initiative, set priorities and to manage complex workflows with often non-negotiable deadlines.
- Demonstrated well developed written and oral communication skills, strong attention to detail and ability to contribute to writing reports and discussion/briefing papers on complex and sensitive issues for a range of audiences.
- Demonstrated well developed cross-cultural communication and diplomacy skills including experience in sourcing information from identified partners, developing and managing relationships with external stakeholders as well as working with people from different levels of an organisation.
- Well-developed analytical skills enabling the formulation and implementation of practical and/or innovative solutions to work problems.
- Demonstrated ability to work in a team environment with a focus on continuous improvement and information sharing, whilst at the same time exercising judgement within broad guidelines and work with a level of initiative and decision-making in interpreting and providing advice on policies and procedures.
- Knowledge of relevant University international education programs, systems, policies, legislation and trends in international student services, sector- wide and locally, nationally and internationally (Desirable).