

## Position Description – Senior Manager, International Admissions

Updated 11 February 2022

POSITION DETAILS	
College/Portfolio	Portfolio of the Vice-President and Pro Vice-Chancellor (International)
Organisational Unit	Flinders International
Supervisor (Title)	Director, International Recruitment
Classification	Higher Education Officer Level 9
Employment Type	Continuing, Full-time

POSITION SUMMARY
<p>Working under broad to generally unguided direction, the Senior Manager, International Admissions makes a high-level contribution to ensuring that the University meets its strategic objectives by taking primary responsibility for leadership and management for all aspects of international admissions functions within Flinders International.</p> <p>The Senior Manager, International Admissions will be responsible for admissions and compliance processes and procedures, management and supervision of the admissions team, management of workflows and continuous business improvement. The position has a strong focus on providing positive customer outcomes, building a high-performance culture and collaborating with key internal and external stakeholders. The role is considered the subject matter expert on international admissions, providing advice and recommendations aligned to entry criteria, policy development and system enhancements while maintain a focus on achieving the University's student recruitment targets.</p> <p>The position may require work outside of 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 in order 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> </ul>

- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

*Pursuant to Child Safety (Prohibited Persons) Act 2016 (SA) this position has been deemed prescribed. It is an inherent requirement of the position that the successful candidate maintains a current Working With Children Check which is satisfactory to the University.*

*It is a requirement of this position that the incumbent maintain a valid National Police Certificate which is satisfactory to the University.*

*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 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 Senior Manager, International Admissions is accountable for:

1. Leading, directing and managing staff within the Admissions team, and taking responsibility for assessing, evaluating and improving operational activities including Admissions and Compliance service delivery to support the University's recruitment goals whilst ensuring ESOS and other compliance related obligations are being met.
2. Establishing and maintaining a high-performance operational environment focused on continual improvement, delivering customer focused outcomes and achievement of student recruitment outcomes.
3. Leading and supporting continued improvement and innovation in systems and processes to ensure that the University is competitively positioned from an admissions perspective.
4. Developing and maintaining excellent collaborative working relationships with external and strategic partners. Key to this will be leading the operational team's engagement and service provision with recruitment agents, StudyLink, University partners and government agencies.
5. Leading and managing the University's international compliance risk strategy including the institutional evidence level (risk rating) to ensure that the University is continuously positioned to capitalise on recruitment opportunities.
6. Leading and providing high-level analysis and information in support of the achievement of international admissions.
7. Leading strategic organisation wide projects and develop positive working relationships with key areas across the University to ensure that processes are aligned and functioning to support achievement of strategic operational and recruitment objectives.
8. Contributing towards a positive workplace culture that fosters and values collaboration, diversity and inclusiveness.
9. Contributing specialised expertise to appropriate forums and working groups centred on ongoing improvement, policy, compliance and high-quality information, advice and support to prospective international students, partners and stakeholders.
10. Overseeing compliance and quality assurance management, in line with requirements under the and ESOS Act and other legislations including coordinating internal and external audits and implementing agreed recommendations to ensure consistency of systems and processes and adherence to University policy and procedures.
11. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the university.

#### KEY POSITION CAPABILITIES

- Postgraduate qualifications and relevant experience or an equivalent combination of extensive relevant experience and education/training.
- Excellent knowledge of the tertiary education system in Australia and extensive experience in student admissions including a proven ability to develop admissions guidelines and procedures whilst maintaining admissions integrity and regulatory compliance and achieving student recruitment outcomes.
- Demonstrated experience in leading and managing a team in an environment with high volume workloads including an ability to maintain high level customer service and quality outputs (accuracy and efficiency).
- Excellent relationship management skills including high level oral, written and interpersonal skills with demonstrated ability to effectively communicate and productively engage with internal and external stakeholders.
- Demonstrated experience in system and process improvement including the ability to work with external vendors/partners to achieve optimal business outcomes.
- Demonstrated high level written and oral communication skills, including the ability to write reports and discussion/briefing papers on complex and sensitive issues for a range of audiences.
- High level analytical skills enabling the formulation and implementation of practical and/or innovation solutions to complex problems.
- Excellent business development and problem-solving skills including the ability to work with changes and challenges in a complex environment.
- Demonstrated high level planning and strategic thinking skills and sound ability to set priorities, manage complex workflows with non-negotiable deadlines and be flexible and open to implementing change.
- Demonstrated ability to exercise independent judgement within broad guidelines and work with a high level of initiative and decision-making in interpreting and providing strategic advice on policies and procedures.