

Position Description – Manager, Global Experience

Updated 5 June 2024

POSITION DETAILS	
Portfolio	Portfolio of the Vice-President and Pro Vice-Chancellor (International)
Organisational Unit	Flinders International
Supervisor (Title)	Director, International Partnerships
Classification	Higher Education Officer Level 8
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Flinders University is dedicated to fostering a global and ethical mindset, promoting cultural exchange, internationalising curriculum, and preparing students for success in an interconnected world. The Manager, Global Experience will lead the Global Experience team within the International Partnerships Directorate of the Flinders International Portfolio to oversee all aspects of inbound and outbound Student Exchange and Study Abroad programs as well as a broad variety of short-term overseas mobility opportunities.</p> <p>Under the broad direction of the Director, International Partnerships, the Manager, Global Experience will provide expert advice to key stakeholders about the range of activities that fall within the Global Experience team as well as supervise and guide the staff. This will include maintaining agreements and relations with overseas partner universities and organisations, as well as collaborating with the University's six Colleges and other relevant internal stakeholders to promote opportunities for students to undertake an overseas study experience. Sourcing, promoting, and managing scholarship opportunities that help to fund students to undertake a mobility experience will also be an important aspect of this role.</p> <p>The Global Experience team manages inbound students with a particular focus on Study Abroad programs, assisting students with their transition to Flinders University and acting as a point of contact during their stay whilst also maintaining communication with relevant external stakeholders. The position will also contribute to the ongoing planning and development of student mobility in line with the strategic objectives of the International Portfolio and the broader University by making informed recommendations for enhancement of policies, systems and processes based on research and analysis of trends, and liaison and benchmarking with key stakeholders.</p> <p>The position may require work outside of normal hours and possible domestic and international travel. There may be restrictions on leave.</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"> demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; 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; promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; perform their responsibilities in a manner which reflects and responds to continuous improvement; and

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

A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.

KEY POSITION RESPONSIBILITIES

The Manager, Global Experience is accountable for:

1. Taking primary responsibility for managing all aspects of the Global Experience team and related mobility programs. This includes but is not limited to:
 - Developing, implementing, monitoring, and evaluating strategies to promote global experience programs to students and staff in order to maximise student participation.
 - Sourcing, promoting, and managing the availability of student scholarships that support Global Experience activities.
 - Developing customer service standards, operating systems, and processes for all aspects of Global Experience programs which ensure that the services provided to clients operate at the highest possible levels of effectiveness, efficiency and responsiveness, and in accordance with standards of performance and in keeping with university risk management procedures.
 - Documenting and reviewing policies, systems, and processes to achieve continuous improvement and addressing and resolving problems in a timely and responsive manner.
 - Managing the work of the Global Experience staff responsible for applications from bilateral semester exchange and study abroad students to ensure the processing of enquiries, determination of applications and support to partners is effective, efficient, and responsive.
 - Managing the operational budgets for the Global Experience team including managing the scholarship budget and acquittal to ensure all activities achieve required outcomes and are within set budget.
 - Managing high level communication that engages and supports University staff to participate in Global Experience activities onshore and offshore.
 - Ensuring that all Global Experience programs operate in compliance with the ESOS Act and National Code, TEQSA, and other relevant legislation; and
 - Maintaining up-to-date knowledge of sector level student mobility initiatives, benchmarking and market intelligence about student mobility markets, agencies, and partners; being aware of, and responsive to, events or changes that might impact the University and /or its mobility programs.
2. Making a high-level contribution to International Portfolio and University strategic planning and target setting by:
 - Formulating plans for Global Experience programs, including proposed outbound and inbound (including Study Abroad) targets.
 - Providing policy advice and preparing briefs, reports and discussion papers related to student mobility activities and opportunities.
 - Testing strategies within the University to improve performance to meet targets, and
 - Evaluating performance against plans and targets by analysing and reporting on outcomes achieved and recommending courses of action.
3. Making a high-level contribution to the development of Flinders International Global Experience marketing and promotional strategies, plans, campaigns, materials and formats.

4. Working collaboratively with staff within the International Partnerships team and the broader International Portfolio in the business and statistical analysis of overall student mobility performance; interfacing with the Customer Relations Management (CRM) system, CRM strategies and web-based platforms; budgeting and financial acquittals; compliance; and communications to ensure marketing materials are on-brand and in step with the use of new technologies.
5. Working closely with the two Managers within the International Partnerships team responsible for college liaison, as well as other relevant Managers within the International Portfolio in the management of external partners, agreements and delivery of high-level service provision for Global Experience programs.
6. Developing and maintaining excellent collaborative working relationships with strategic partners and external stakeholders, including partner universities, government ministries, private and not for profit agencies, and scholarship bodies, as well as internal stakeholders including the 6 Colleges and other University portfolios.
7. Representing Flinders International on appropriate internal and external groups and committees at central portfolio, college and University levels and advocating and providing high level advice on changes to university systems and risk assessment processes related to student mobility.
8. Contributing towards a positive workplace culture that fosters and values collaboration, diversity and inclusiveness.
9. Any other responsibilities and duties in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Progress towards postgraduate qualifications and extensive relevant experience, or an equivalent combination of extensive relevant experience and/or education and/or training.
- Proven experience in formulating plans for inbound and outbound student mobility, including proposed targets, for designated countries.
- Demonstrated knowledge of relevant legislation, and experience working in and international environment.
- Demonstrated high-level interpersonal and oral communication skills, including cross cultural communication, evidence of capacity to represent the University overseas, and develop and maintain productive relationships with international partners, industry and government.
- Demonstrated high-level written communication skills including the ability to write reports, discussion papers and business plans.
- Demonstrated high-level analytical skills, including ability to identify opportunities to increase targets for inbound and outbound student mobility.
- Demonstrated experience in leading and managing staff and operations, in a team and performance-based environment.
- Demonstrated experience in managing operational budgets or expenditures and a track record of success in administering programs.
- Comprehensive knowledge of Australian university courses and internationalisation strategies.
- Demonstrated experience and commitment to delivery of high-level customer service including fostering and maintaining a strong client-focused culture in a team environment.