



Position Description

College/Division:	International and Future Students Division
Department/Unit:	Future Students International
Position Title:	International Stakeholder Coordinator
Classification:	ANU Officer Grade 6/7 (Administration)
Position No:	32487
Responsible to:	Deputy Manager, International Stakeholder Engagement
Number of positions that report to this role:	Nil
Delegation(s) Assigned:	Nil

PURPOSE STATEMENT:

The International and Future Students (IFS) 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 partner engagement, exceptional stakeholder service and uncompromised user experience for future students in accordance with the University's strategic objectives.

The Future Students International manage centralised engagement and recruitment activity across global markets. The team maintains multiple key relationships with recruitment partners including education agents, high schools and institutions in Australia and overseas.

KEY ACCOUNTABILITY AREAS:

Position Dimension & Relationships:

The International Stakeholder Coordinator provides administrative and operational support to drive best practice student recruitment and compliance through contract management, engagement and partnerships with education agents and key stakeholders.

As the national university, ANU is committed to providing unrivalled student experience and customer service to our stakeholders. The incumbent will be responsible for supporting our agent and other recruitment partners by providing specialist advice and delivering exceptional outcomes that support our strategic goals.

The International Stakeholder Coordinator is responsible for developing and maintaining the ANU International Education Agent Contracts, reviewing agents' performance, delivering timely and informed data reports and monitoring agent compliance.

This role reports directly to the Deputy Manager, International Stakeholder Engagement, and works closely with key internal stakeholders across the University, including staff within the wider IFS Division, ANU Colleges, Finance & Business Services, University Legal Office (ULO), University Governance Office (UGO), and Academic Standards & Quality Office (ASQO).

Role Statement:

Under broad direction the International Stakeholder Coordinator will:

- Develop and administer new and existing education agent contracts.
- Consult and collaborate with ULO, UGO, ASQO and other relevant business units to resolve complex contractual and policy matters.
- Establish and maintain collaboration with staff across ANU, in particular ASQO, to support stakeholders in ensuring that ANU meets its obligations under the Education Services for Overseas Students Act 2000 (ESOS); and any requirements are fulfilled in relation to the Tertiary Education Quality and Standards Agency (TEQSA).
- Report on and recommend approach to changes in legal requirements and best practice for agent and recruitment partner management.
- Support strategic decisions by providing advice relating to agent contracts, drafting memos, business proposals, and white papers for submission to various ANU committees.

- Develop policy, procedure, processes and systems to clearly articulate business processes to ensure

compliance.

- Develop and maintain agent compliance monitoring and case review processes
- Collate, evaluate and report on financial and other performance matrix including the quality, volume and retention of student enrolments for specific international markets and agents, recommending appropriate interventions where applicable.
- Manage weekly data reports, providing an insight into recruitment trends and performance.
- Maintain accurate agent-related data and reports in line with ESOS compliance requirements.
- Coordinate the review of agent contracts including, monitoring agent compliance, and making recommendations on renewals and terminations.
- Implement and monitor contract agreements to ensure international agents comply with specific terms and conditions including correct commission payments.
- Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
- Perform other duties as requested, consistent with the classification of the position and in line with the principle of multi-skilling and professional development.

See the classification descriptors for professional staff and minimum standards for academic staff

SELECTION CRITERIA:

1. A degree in a relevant field with demonstrated experience in a legal or contracts management role in a complex client facing environment or an equivalent combination of relevant experience and education/training.
2. An understanding of the strategic role of international educational agents in international student recruitment, including knowledge of the Education Services for Overseas Students Act 2000 (ESOS) requirements and how they pertain to agent engagement. Minimum two years' experience working with agents or in an education compliance role would be highly advantageous.
3. Effective communication skills with the ability to write clearly and concisely and to consult and liaise effectively with a wide range of stakeholders at all levels in a culturally diverse environment.
4. Working knowledge of key reporting systems, particularly with experience in building and maintaining reports in PowerBI
5. Demonstrated problem-solving skills and the ability to resolve complex matters collaboratively.
6. Highly developed organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.
7. Demonstrated ability to take initiative in leading innovative approaches to process improvement.
8. A demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

ANU Officer Levels 6 and 7 are broadbanded in this stream. It is expected that at the higher levels within the broadband occupants, through experience, will have developed skills and expertise enabling them to more independently perform the full range of duties at a higher level, and that more time will be spent on the more complex functions of the position.

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.

Supervisor/Delegate Signature:

Date:

Printed Name:

Uni ID:

References:

Professional Staff Classification Descriptors

Academic Minimum Standards



Australian
National
University

Pre-Employment Work Environment Report

Position Details

College/Div/Centre	International and Future Students Division	Dept/School/Section	Future Students International
Position Title	International Stakeholder Coordinator	Classification	ANU Officer 6/7 (Administration)
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 appended to the back of the Position Description.
- 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

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	☒	☐	laboratory work	☐	☐
lifting, manual handling	☐	☐	work at heights	☐	☐
repetitive manual tasks	☐	☒	work in confined spaces	☐	☐
Organizing events	☐	☐	noise / vibration	☐	☐
fieldwork & travel	☐	☐	electricity	☐	☐
driving a vehicle	☐	☐			
NON-IONIZING RADIATION			IONIZING RADIATION		
solar	☐	☐	gamma, x-rays	☐	☐
ultraviolet	☐	☐	beta particles	☐	☐
infra red	☐	☐	nuclear particles	☐	☐
laser	☐	☐			
radio frequency	☐	☐			
CHEMICALS			BIOLOGICAL MATERIALS		
hazardous substances	☐	☐	microbiological materials	☐	☐
allergens	☐	☐	potential biological allergens	☐	☐
cytotoxics	☐	☐	laboratory animals or insects	☐	☐
mutagens/teratogens/ carcinogens	☐	☐	clinical specimens, including blood	☐	☐
pesticides / herbicides	☐	☐	genetically-manipulated specimens	☐	☐
			immunisations	☐	☐
OTHER POTENTIAL HAZARDS (please specify):					
Supervisor/Delegate Name:			Date:		