

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

UNIVERSITY OF NEW ENGLAND

POSITION STATEMENT

School / Directorate:	English Language and International Services
Position Title:	International Services Assistant
Hours per week:	35 (full-time)
Classification Level:	HEO 4
Date Classified:	22 February 2008
Reports to:	International Services Manager

DIMENSIONS OF THE POSITION:

The role of English Language and International Services is to meet University objectives in relation to the welfare of international students located at all University teaching locations. The International Services Assistant reports to the International Services Manager.

The unit provides services at the Armidale campus, and oversees services provided at partner institutions at all University domestic and international teaching locations. These services are broad in nature; at the Armidale campus they include all student services to the extent that the needs of international students are distinct from the needs of domestic students. At other locations oversight of partner-provided services is exercised in order to meet internal and external quality assurance requirements, including sufficiency of support services, ensuring information and access to Armidale-based services and procedures.

The unit assesses and meets the welfare needs of international students by providing expertise and management in compliance and legislative requirements, support services and welfare, English language support services, and facilitating the links, information and infrastructure which enables UNE to have a vibrant community of successful international students.

POSITION OBJECTIVE:

The International Services Assistant is primarily responsible for the provision of advice on student support and services as the first point of contact, administrative support for the Director and International Services Manager, and assistance for the Senior International Services Assistant in meeting all compliance and legislative requirements relating to the delivery of services to international students. The International Services Assistant and Senior International Services Assistant operate as a team and collaborate with other areas in the delivery of the required services.

DUTIES:

1. Under limited direction undertake the following;
 - Providing advice on student support and services to all international students including welfare, range of activities in the orientation program, pre-arrival and pre-return, meet-and-greet, accommodation (including 'home-stay'). Liaising with relevant staff across UNE as required (e.g. Heads of Residence, Counselling and Careers Service).

- Providing information and or direct international students coming to and already at UNE to relevant services (electronic via the web, on or off-campus) including contact details of key support areas, living costs, ESOS Act and National Code, welfare, accommodation, fee payments and related policies, travel arrangements, academic support areas. Assisting in making bookings if required.
 - Preparing relevant documentation or reports in the event that matters need to be referred to the International Services Manager.
2. Provide high level administrative support to the Director of English Language and International Services, including but not limited to;
- maintenance of the Director's diary and organising meetings and appointments as required,
 - answering and actioning phone calls for the Director as appropriate,
 - either on own initiative or from draft material preparing correspondence on behalf of the Director,
 - making and coordinating arrangements for national and international travel,
 - provision of support to the English Language Centre International Services Assistant during periods of peak work-flow,
 - taking minutes and following up on action items from meetings and
 - coordinating relevant functions and activities on behalf of the Director (e.g. Welcome Functions).
3. Under limited direction from the International Services Manager undertake the following front desk and reception services including but not limited to;
- answering and taking necessary action, or redirecting appropriately enquiries (face-to-face, written (email and letter) and telephone enquiries),
 - meeting and greeting of guests,
 - maintaining records of international students and reporting anomalies to the International Services Manager,
 - booking of appointments with other staff, and
 - responding to prospective student enquiries including sending information (hard copy or electronic) to the enquirer and recording the details of the enquiry as required on an appropriate database.
4. Be responsible for the effective and efficient operation of the office including but not limited to;
- management of inventory, stationery and equipment, and ordering supplies when required,
 - processing of purchasing orders,
 - equipment, infrastructure and facilities maintenance,
 - maintaining filing systems (e.g. orders, leave forms, travel forms),
 - processing of invoices, including payment of agents after approval,
 - processing of time sheets for casual staff,
 - maintaining awareness of staff movements,
 - sorting of mail and actioning items where appropriate, and
 - arranging meetings, maintaining an effective booking system for rooms and facilities in the building and booking facilities as required across campus.

5. Prepare relevant documentation in relation to compliance reports for consideration and action by the International Services Manager.
6. Be aware of the University's policies and procedures relating to equal opportunity, risk management, records management, occupational health and safety and quality assurance as they apply to this position.
7. Other duties appropriate to the position.

QUALIFICATIONS AND SELECTION CRITERIA:

1. Completion of an associate diploma level qualification with relevant work related experience, or certificate qualification with post-certificate relevant work experience, or an equivalent alternate combination of relevant knowledge, training and/or experience.
2. Demonstrated ability to interpret and apply policy and procedures.
3. Proven organisational skills and ability to identify and set priorities.
4. Demonstrated sound oral communication and interpersonal skills in dealing with people from a wide range of backgrounds.
5. Demonstrated sound level of written communication skills.
6. Demonstrated ability to work both independently with minimal supervision and as a member of a team.
7. Demonstrated experience in working with people of culturally diverse backgrounds.
8. Demonstrated excellent computer skills using a range of relevant software such as MS Word, Excel, Outlook, PowerPoint and Internet publishing applications.
9. Awareness of occupational health and safety, risk management, records management, quality assurance and EEO principles as they relate to this position.