

## Position Description Form

---

**Position Title:** International Office Administrative Officer

**Department:** International Development

**Position Reports to:**

Manager International Student Recruitment

**Direct Reports:**

None

**Position Description Issue Date:**

**February 2020**

**Location:**

You are employed to work at Melbourne Polytechnic, a multi-campus institution. Accordingly, you agree to work at any location where Melbourne Polytechnic conducts its business at the direction of the Manager responsible for your area.

### About Melbourne Polytechnic

Melbourne Polytechnic offers the perfect combination of higher education and vocational learning, delivered by teachers with real-world experience and expertise. Through a network of six metropolitan campuses and a regional campus in Ararat, Melbourne Polytechnic offers a range of degrees, certificates and diplomas across the whole higher education and vocational training spectrum.

### Position Purpose

Administrative and Front Office/Reception duties associated with the operations of the International Office, Preston.

### Key Responsibilities

- Provide a high quality reception and customer service to internal and external stakeholders and other visitors, providing accurate information provided in a timely manner
- Respond to enquiries, received via email, telephone, FaceBook, and front desk in a professional and timely manner
- Liaise effectively with organisational units and staff beyond the immediate unit to gather routine information, keep informed and contribute to the requirements of the organisational unit.

## Position Description Form

- Provide a range of administrative support services such as updating the international student admissions system, printing and allocating application related documentation, drafting response templates.
- Maintain electronic and paper based files for existing students and establish files for new and prospective students, including the maintenance of archival files
- Preparation and issuance of Letter of Offers, Acceptance Agreements, Confirmation of Enrolments
- Observe and implement anti-discrimination and OH&S procedures relevant to the position
- Assist staff in their duties as required by the Office Manager and International Onshore Manager
- Assist the Compliance & Welfare Officer as required during busy times

### Key Relationships

#### Internal

Melbourne Polytechnic Staff

#### External

Education Agents, Students (Current and Prospective), Teaching areas

### Key Performance Indicators (KPI)

To be developed with the Department Manager

### Key Selection Criteria

1. Relevant tertiary qualification or relevant experience in an office environment.
2. Demonstrated high level communication skills when working with people for whom English is a second language
3. Demonstrated high level professional secretarial, administration skills and the capacity to work under pressure within deadlines
4. Proven high level customer service to internal and external clients including students, stakeholders
5. Ability to work independently and as part of a team
6. Tact, Diplomacy, and the capacity to maintain confidentiality
7. Experience with the Windows environment, in particular experience in the use of word processing, excel, spreadsheets, databases and internet software/s
8. Some knowledge of ESOS Act and National Code requirements

## Position Description Form

### Desirable

1. Fluency in a second language
2. Understanding of the international education sector and its legislative requirements
3. Understanding of Melbourne Polytechnic internal processes relating international student compliance

### Behavioural Competencies

At Melbourne Polytechnic all staff will behave in accordance with our Values of:

- Authenticity
- Shared Commitment
- Future Focus
- Operational Excellence
- Courage
- Ownership

### Safety Issues Significant to the Position

*e.g. Manual handling and extensive use of keyboard operation and visual display unit, as it relates to an office environment.*

### Health and Safety

All employees are responsible for:

- Compliance with the Institute policy, safety systems and applicable health and safety legislation and regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices
- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

### Sign Off

## Position Description Form

<i>Employee's Name</i>	<i>Department Manager's Name</i>
<hr/>	<hr/>
<i>Employee's Signature</i>	<i>Department Manager's Signature</i>
Date:    /    /	Date:    /    /