



## Position Description

<b>Position Title:</b> International Student Transition Project Officer	<b>Classification:</b> Bond Level 5
<b>Faculty/School/Office:</b> Student Success and Wellbeing	<b>Date Position Classified/Updated:</b> May 2024

### Purpose of the Position:

As part of the broader Student Success and Wellbeing team, the International Student Transition Projects Officer is a 12-month fixed term position and will be responsible for supporting the development and embedding of a range of resources and educative initiatives to enhance the support and advice provided to international students as they transition and settle into university.

The remit of the strategic project will include information and resources focused on welcome, transition, and orientation related activities, as well as specialist advice relating to academic progress and support, including intervention strategies, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), with the aim of facilitating overall enhancements to student transition, health and wellbeing and success.

The incumbent will demonstrate a comprehensive understanding of international student issues in Higher Education, including the ability to understand student obligations to comply with visa regulations. Essential to the role is the ability to work with relevant internal stakeholders to review and input into policies, procedures and practices impacting international students, and ability to evaluate current targeted materials and supports to inform improvements, and ensure services are relevant and responsive to international student needs. The incumbent will work in collaboration with the Office of Future Students, Faculty based Service Affairs and Service Quality teams, and Student Business Services, specifically the International Student Contact Officer in the Financial Aid and International Compliance Team, to ensure a connected approach to international student support.

### Reporting Relationship:

The Student Success and Wellbeing portfolio is dedicated to the University experience through the delivery of a variety of inclusive and supportive services, programs, and initiatives to enhance academic, personal, and social success.

Reporting to the Director Student Success and Wellbeing, the role will work closely with their Student Success Advising teams, SASQ Faculty teams, Office of Future Students, counselling and medical staff, and the Student Business Services.

The role will have responsibility for evaluating current practices to inform improvements and reviewing all materials (digital and physical) targeting international students and ensuring they are current, relevant and consistent to enable students to navigate services and seek help, including when they are in distress and requiring access to appropriate services and support care coordination.

**Selection Criteria:**

- A relevant HE qualification in human services, education, or related field and at least 2 years relevant experience working with culturally diverse communities in education, human services, or a related field in the higher education sector or in a large, complex organisation.
- A sound understanding of current issues in international student transition and retention in higher education in Australia, as well as the ability to acquire new and complex information, including University courses, processes and procedures, and academic risk factors.
- Strong and effective cross-cultural interpersonal and communication skills with capacity to work collaboratively and effectively with a diverse range of internal and external stakeholders to inform improvements.
- Demonstrated commitment to a student centric way of working, that supports and responds to the diverse needs of international students and delivers solution-focused outcomes.
- Strong capabilities and demonstrated experience in developing written and digital content which is appropriate to diverse target audiences.
- Demonstrated ability to efficiently perform diverse tasks, exercising initiative, prioritise, and sound judgement to problem solve and achieve outcomes with attention to quality and accuracy in a demanding and dynamic work environment.
- Understanding of the ESOS National Code and the ability to apply the requirements to ensure optimal service delivery.
- Evidence of a current blue card.

<b>Competency</b>	<b>Responsibility</b>
<b>Performance: Wellbeing</b>	<p>Seek feedback from international students transitioning and settling into the University from point of arrival through to graduation to inform practice and process improvements in alignment with the University's Transition Support Framework and as required under the National Code.</p> <p>Stay well-informed of global events and issues that may impact the wellbeing of international students at Bond.</p>
<b>Liaison with Bond Staff</b>	<p>Collaborate with key stakeholders, including Student Business Services and Office of Future Students, to further improve and enhance the consistency and student-centricity of practices, processes and procedures impacting international students and their student experience, and the means through which this is effectively communicated to students.</p>
<b>External Liaison</b>	<p>Closely collaborate with BUSA to ensure coordination and cooperation between University professional services and student associations</p> <p>Maintain a close and functional working relationship with all stakeholders within the University to inform development of information and resources focused on health and wellbeing.</p> <p>These include:</p> <ul style="list-style-type: none"> <li>• Student Success and Wellbeing staff</li> <li>• Student Business Services, particularly International Compliance Team</li> <li>• Recruitment and Admissions staff, including Study Abroad staff</li> <li>• Faculty and School student advisors</li> <li>• Academic staff</li> </ul> <p>Connect with relevant sector partners including Study Gold Coast and BUPA.</p>
<b>Administrative, Policy &amp; Process Development</b>	<p>Ensure students have access to information in relation to the interpretation of National Code, University rules, ordinances, policies and procedures relating to international students.</p>

	Ensure engagement with students is recorded as required in appropriate student systems to enable de-identified reporting, and analysis of trends and patterns.
<b>Understanding of Quality Assurance</b>	<p>Working in the context of a culture of continuous improvement, take a solution-focused approach to identifying issues in processes and recommend opportunities for improvement in consult with relevant stakeholders</p> <p>Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</p> <p>Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</p>
<b>Understanding of Cultural Sensitivity</b>	Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.
<b>Understanding of WHS Responsibilities</b>	<p>Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</p> <p>Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</p>

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.