

Role Description

Senior International Student Coordinator

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.

25293

Content Manager No.

25/904209

Work Unit

Nominated School

Nominated Region

School and Regional Operations and Performance Division

Location

Various locations throughout the State

Classification

AO4 Qld Public Service Officers and Other Employees Award - State 2015
36 ¼ hour week

Job Type

Permanent / Temporary / Full-time / Part-time

Temporary period until XXXX unless otherwise determined

Salary Range

per annum

Salary is reflective of full-time employment (1.0FTE)

Plus superannuation contributions of up to 12.75% of your annual salary.

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Senior International Student Coordinator, you will:

- Oversee a large international student program (ISP), ensuring quality, compliance and student wellbeing by monitoring attendance, course progress, behaviour and wellbeing of international students to identify issues, organise intervention, and provide comprehensive wellbeing support to ensure a safe, supportive and culturally enriching experience.
- Manage, coordinate and implement a high quality and responsive service delivery for the ISP ensuring continuous support of international students' welfare.

The Senior International Student Coordinator reports to either the Principal, Deputy Principal, Head of Department or Line Manager and will work collaboratively with teaching and administrative staff, as well as nominated officers within DE International.

Your role

Responsibilities include:

- Oversee the provision of a successful experience for international students at the school and the enhancement of Queensland's reputation as a provider of quality education programs.
- Oversee the successful enrolment and orientation process for international students, ensuring that students have access to resources to assist with the adjustment to living and studying in Queensland.



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people



Work safe,
learn safe, play safe



**Queensland
Government**

- Develop and maintain systems to support the ongoing monitoring and tracking of student absences, academic reports and visa compliance. Ensure compliance with all Commonwealth and State Acts relating to the entry and completion of educational programs by international students and with policies and guidelines of the department.
- Establish and maintain positive relationships and effective communication processes with stakeholders, including agents, homestay providers, education agents and parents/guardians, in order to support the ongoing welfare, behaviours and health of international students.
- Provide accurate specialist program-related advice and practical solutions to students, caregivers and school stakeholders to manage risk and safety, and coordinate activities across school stakeholders and support staff.
- Proactively make informed decisions and use feedback and program evaluation to lead improvements to processes. Lead the intervention strategies and escalation processes to ensure compliance with ISP requirements which may require being on call.
- Maintain registers, ensure data integrity and issue accurate and timely invoices associated with the delivery of the ISP.
- Manage and coordinate the placement of international students with suitable approved homestay providers (if required) in accordance with Department of Education International's homestay policies and procedures as well as State and Commonwealth legislative requirements.
- Ensure up to date knowledge of the requirements of managing international student enrolments by participating in all training offered by the school and Department of Education International.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Leadership Competencies

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Applicant Information Package.
- It is a mandatory condition of this role that you:
 - Possess a current Working with Children Check clearance (blue card) issued by Blue Card Services.

(In accordance with the [Working with Children \(Risk Management and Screening\) Act 2000](#) a person is prohibited from working in regulated child-related employment unless the person holds a current Working with Children Check clearance (blue card) issued by Blue Card Services).