



POSITION DESCRIPTION

Position Title:	International Programs Assistant
Department:	Student Programs
Reports To:	International Programs Manager
Supervises:	Nil
Employment Type:	Casual
Classification:	Level 2 The University of Sydney Union Industrial Agreement 2001
Conditions:	Up to 20 hours per week during semester; May include some weekends and nights as dictated by business requirements

Purpose

To provide support to the International Student Programs team. This includes general office administration, database management, marketing and event coordination.

Job Summary

International Programs Assistant is an integral part of the International Program's support team. The Assistant will work closely and collaboratively with the team to deliver a high level of client service and administration activities.

This is a fantastic opportunity to utilise your varied experience providing excellent general administrative assistance, marketing and facilitate events for international students.

Selection Criteria

Essential Criteria

- Previous office administration and event management experience
- Excellent interpersonal skills including written and verbal
- Excellent cross-cultural communication skills and an understanding of various cultures
- Excellent organisational, administrative, problem solving and time management skills
- Intermediate computer skills (Microsoft Office suite)
- Available in February and July
- Ability to work individually and as a member of a team
- Excellent understanding of social media and ability to engage with student community

Personal Qualities

- Passionate about working with a diverse range of people from different backgrounds and cultures
- High level of attention to detail and proactivity in all aspects of work
- Warm and approachable, ability to listen actively, friendly and professional

Desirable Criteria

- Experience as an international student or with other languages/cultures
- Previous experience in event management aimed at international audiences
- Experience in USU Clubs & Societies and/or Volunteering Programs
- Experience with creating basic designs in applications such as Canva
- Comfortable with public speaking
- Demonstrated research skills
- A current provisional or above NSW driver's licence
- Current USYD student
- Current USU ACCESS member
- Photography skills

POSITION ACCOUNTABILITY STATEMENTS (PAS)		
Key Result Areas	Key Tasks	Key Performance Indicators
Communication and Marketing	<p>Responding to enquiries from various channels</p> <p>In consultation with the International Programs Coordinator, assist in the creation and distribution of promotional materials for International Programs including and not limited to international EDM, orientation flyers</p> <p>Growth and maintenance of international EDM subscriber list, including capturing new recipients from events/programs</p> <p>Assistance in updating website and other online content when required</p> <p>Drafting and scheduling of social media posts</p> <p>Creation of basic designs</p> <p>Assistance at Orientation presentations when required</p>	<p>All forms of communications to be of professional standard</p> <p>Enquiries responded to in a friendly and timely manner</p> <p>Social media content is professional and engaging</p> <p>Social media schedule contains creative, diverse content and up-to-date</p> <p>Willingness to help as required</p>
Event Management	<p>Proactive research of new ways and events to engage domestic and international students</p> <p>Assistance with organising and running events run by the International Programs Team</p> <p>Assistance with the preparation of materials for ISL programs including but not limited to English workshops and Language Exchange</p> <p>Building and maintaining of a professional relationship with program participants to support them and gather information about how their sessions are going</p> <p>Event photography when required</p>	<p>New and creative ideas</p> <p>Enthusiasm and willingness to help out as required</p> <p>Interactions are friendly and participants are comfortable approaching you with problems</p> <p>All interactions handled in a professional manner enabling the continuation of a positive working relations in these areas.</p>

	Assistance with creation and submission of volunteer request documents when required	Uploading and storing of photos is done correctly and in a timely manner
Administration	<p>Creation and maintenance of event registration pages</p> <p>Creation of event reports</p> <p>Data entry</p> <p>Maintenance of online and offline records</p> <p>Taking of minutes at meetings as required</p> <p>Oversight of office stationery and storage</p> <p>General admin assistance as required</p> <p>Assist with coverage of the International Student Lounge's customer service desk when required</p>	<p>Event reports are promptly created, accurate and in correct format</p> <p>All vital data correctly entered</p> <p>Filing systems are accurate</p> <p>Minutes are promptly created, accurate and in correct format</p> <p>Willingness to undertake a variety of administrative tasks as required</p> <p>Interactions are professional and friendly</p>
Work Health & Safety (WHS)	<p>Conducting of all work in a safe manner</p> <p>Compliance with all WHS policies, procedures and instructions</p> <p>Reporting of all incidents and hazards immediately to Supervisor and People & Culture Department</p> <p>Correct use and maintenance of safety devices and personal protective equipment</p>	<p>All incidents and hazards reported immediately</p> <p>All WHS instructions, policies and procedures complied with</p>
Demonstrate commitment to the department and USU as a whole	<p>Willingness to assist others – both within own department and in other areas</p> <p>Forthcoming with ideas</p> <p>Interacts well with team</p> <p>Interacts with team and other stakeholders in a professional, respectful, polite and courteous manner</p>	<p>Responsive to requests</p> <p>Willing to assist in times when the area is short staffed</p> <p>Attends and interacts at meetings</p> <p>Takes an interest in the challenges faced and contributes ideas/ suggestions to make improvements</p> <p>All interactions are professional, respectful, polite and courteous</p>

Physical Requirements

Required frequently: sitting, standing, walking, reaching, driving, lifting above shoulder height, lifting up to 5 kilograms

Compiled by: International Programs Manager Date: November 2018

Authorised by: People & Culture Date: November 2018

Current Employee Signature: _____ Date: _____