BACKGROUND

Founded in 2002, University Senior College is a Year 11 & 12 school of 400 students that provides a unique academic pathway to tertiary studies. Students enrol at USC from every sector of education and arrive from more than 90 different schools across the greater metropolitan area. Approximately 70 international students form an important component of the student body. The school is located on the North Terrace campus of the University of Adelaide and enjoys ready access to a wide variety of campus facilities and learning resources.

The international office is located on level 2 of the Rundle Central Building on the corner of Rundle Mall and Charles Street. This site provides a base for our International School, the expressive arts and a significant number of our academic staff.

The successful candidate will be expected to work unsupervised and schedule tasks to meet short deadlines. The incumbent must have the ability to work effectively as part of a team, possess good communication skills, have an eye for detail and be confident in supporting academic staff, international senior secondary students and the general public in a busy school environment. This role requires a mix of these characteristics as you will be responsible for the smooth operation of our Homestay program and will be an integral member of our international team.

An understanding of the needs of international students studying away from home is highly desirable as is the desire to support overseas students adjust to living and learning in a different culture.

Applicants should refer to the following duty statement:

Applications close at 4.00pm on Friday 27 March 2015.

Applications including a CV, together with the names and contact details of two referees should be sent to:-

The Principal’s Assistant
University Senior College
The University of Adelaide
North Terrace
ADELAIDE SA 5005

Or via email tash.pressley@adelaide.edu.au
Position Title: Education Support Officer (Homestay Officer - International)

Responsible to: Principal

Line Manager: Dean of International Students

Status: Permanent (subject to probationary period)

Time fraction: Negotiable (some afterhours work is required)

Salary: Dependent on qualifications and experience

Role description: The successful applicant will be a member of the international team and take responsibility for the orientation program for new arrivals and the smooth operation of our Homestay Program under the direction of the Dean of International Students.

SELECTION CRITERIA

Essential

- Strong communication skills, both written and spoken
- Demonstrated capacity to relate to senior secondary students particularly those from overseas
- Demonstrated understanding of and experience with front line reception
- Knowledge and experience with Microsoft Office 2013 suite of software
- Evidence of the capacity to work under pressure both independently and in a team
- Capacity to prioritise work and meet deadlines
- Possess a professional demeanour, task orientated with an attention to detail
- Willingness to promote Homestay across the Adelaide community, identify and recruit suitable families
- Driver’s license and car
- Current certification for Mandated Notifier, Police Clearance and Basic First Aid

Desirable

- Working knowledge of a senior secondary school environment
- Background in a similar position for another educational institution
- An awareness of Asian cultures.
- An understanding of the ESOS Act and CRICOS registration process.
Duties and responsibilities include, but are not limited to:

1 **Student Services (International) – Homestay**
   - Manage our Homestay program for all international students.
   - Identify (recruit) appropriate Homestay families and maintain a database.
   - Liaise with the Dean (International), International Registrar and Marketing Manager (International) regarding the ongoing suitability of each Homestay family.
   - Monitor each Homestay placement to ensure all terms and conditions are met.
   - Ensure each Homestay family is fully informed regarding our policies and their responsibilities.
   - Maintain regular contact with each Homestay to safeguard student well being.
   - Arrange alternative accommodation if Homestay proves to be unsuitable.
   - Provide a 24/7 emergency contact service for international students.
   - Maintain database detailing student travel and accommodation arrangements.
   - Maintain regular contact with International Dean and School Counsellor regarding student welfare issues.

2 **Student Services (International) – Personal Wellbeing**
   - Provide ongoing support to international students on a day-to-day basis.
   - Liaise with the International Registrar and assist in the provision of student health cover. (Includes active participation in relevant seminars and workshops)
   - Conduct a formal orientation program with new arrivals.
   - Manage airport greetings and arrange alternate welcome when required.
   - Assist in setting up a local bank and mobile phone accounts.
   - Assist arrangement of medical appointments and provide support for claim rebates.
   - Assist Principal and the senior management team in dealing with critical incidents.
   - Maintain electronic records regarding student attendance, travel arrangements, health and welfare.

3 **Student Services (International) – Administration**
   - Monitor and ensure that all contact details for international students on the school database(s) are current and accurate. Notify the International Registrar of any inaccuracies that require an update.
   - Assist the International Dean in the preparation of documentation required in the USC study pathway. This includes completion of all SACE and SATAC documentation and the printing and collation of folders, handbooks, certificates reports and letters.
   - Assist the Dean to monitor student absences and counsel punctuality.
   - Liaise with the International Dean, International Registrar and Marketing Manager to ensure that reports are delivered electronically to agents or parents.
   - Assist the International Marketing Manager as required.
   - Organise and manage the annual International Graduation Dinner.
   - Liaise with the USC Finance Manager regarding Homestay payments and assist to ensure all financial commitments are clearly communicated and delivered to parents.

Bob Holloway
PRINCIPAL
24 February 2015