

UNIVERSITY OF OTAGO
Ōtākou Whakaihu Waka

JOB DESCRIPTION

ROLE TITLE:	International Programmes Development Advisor (1.0 FTE)
DEPARTMENT:	International Office
SCHOOL / DIVISION:	External Engagement
REPORTS TO:	International Programmes Development Manager
DIRECT REPORTS (FTE):	None

1. PRIMARY PURPOSE OF THE ROLE:

The University of Otago has established an International Programmes Development Team as part of its International Recovery and Reset project to ensure that our institutional academic offerings are appropriate and meeting market demand in the current international education environment.

Although New Zealand campus-based delivery will remain a key part of our international offering, the need to diversify our academic offerings is more important than ever to address the financial and non-financial impacts of the pandemic. The University of Otago is taking an ambitious approach to ensure that our offerings, and the way in which they are delivered, are flexible and fit-for-purpose to respond to the evolving landscape of internationalisation and international student recruitment.

The International Programmes Development Team works closely with Academic divisions and departments to review current programmes, identify gaps and opportunities, and assist in ensuring a greater institutional understanding of market demand and competitive pressures. In addition, the team will support the design and development of programmes (new or adapted) that will be delivered offshore by a variety of means.

The International Programmes Development Team is currently comprised of a manager and two other advisors within the University's International Office, working closely with the International Marketing and Recruitment Team and collaborating with other key stakeholders across the University to review and enhance foundational, undergraduate, and postgraduate programmes delivered through a range of flexible models, including online and offshore.

2. ACCOUNTABILITIES:

- Work with the Academic Divisions, International Marketing and Recruitment team, Pathway and English Learning Centre (PELC), and other stakeholders in the University to develop enhancements to existing programmes, and to develop new programmes, consistent with the University of Otago's Internationalisation Recovery and Reset Plan, the Internationalisation Framework, Te Aka Whakaranea ā-Ao (2021-2025) and Pae Tata and the Towards 2040 institutional strategy.
- Identify and design programme development opportunities to better meet current and future market demand including but not limited to articulation agreements and short-course inbound programmes for international students.
- Develop implementation plans for inbound programmes, monitor and report on progress, and identify and mitigate risks that may impact on outcomes. Ensure arrangements are made in respect of venues, catering, and produce schedules and documents.
- Monitor expenditure against agreed budgets for inbound programmes and ensure activities are delivered within budget. Work closely with the IPD Manager and Finance Advisory team to produce any required monthly financial reports.

- Work with academic and professional staff to implement product development to maximise EFTS and non-EFTS income, financial return on investment and contribution to the University.
- Follow up business development opportunities efficiently, develop appropriate proposals in a timely fashion, taking into account internal and external deadlines for relevant academic proposals.
- Coordinate partner engagement in consultation with other areas of the International Office to maintain and grow the relationships required to further develop international student pipelines and partnerships for development projects.
- Engage with international education stakeholders, including Education NZ, Immigration NZ and relevant government departments to advance the development of International Programmes.
- Collect, analyse and appropriately use and report market data and information to allow for sound business decisions and facilitate academic buy-in.
- Demonstrate commitment to and work effectively within the bicultural context of Aotearoa New Zealand.
- Engage with the broader University to continue to develop opportunities to enable International Reset and Recovery Project.
- Service to the University and collegiality within the External Engagement Division, University of Otago Pathways and Language Centre and academic divisions.
- Support other University of Otago internationalisation initiatives and participate in promotional events as required.
- Contribute to the generation of commercial income targets.

3. KEY RELATIONSHIPS:

Internal:

- International Programmes Development Team.
- Director International Office, External Engagement.
- DVC, External Engagement.
- Manager, International Marketing and Recruitment, External Engagement.
- Regional Market Managers.
- Manager, International Student Services.
- Director(s), Pathway and English Language Centre.
- Associate Deans, International.
- Associate Deans, Academic.
- Academic Committees Office.
- International Visits Specialist.
- International Partner Coordinator.
- Senior Strategy and Policy Adviser, External Engagement.
- Academic (teaching and research) divisional staff.
- Service divisional staff.
- Office of Māori Development.
- Director of Pacific Development.
- Strategy, Analytics and Reporting Office.
- Wider University community.

External:

- Offshore partners.
- Offshore government partner representatives.
- Domestic and international scholarship agencies.
- Relevant government departments.

4. QUALIFICATIONS & EXPERIENCE:

Essential:

- Bachelor's degree or equivalent qualification in a relevant business or international relations/development field.
- At least two years full-time equivalent experience within business development or education development role(s).
- Proven success in client management and business development and innovation.
- Experience working in the education sector (preferably tertiary and international).
- First class communication and people skills.
- Strong affinity with a high performing service culture.
- Proven business acumen and results focused.
- Organised, manages self, resources and workload to meet timelines.
- Able to communicate in a clear and constructive manner both verbally and in writing.
- Anticipates problems and proactively resolves them in an appropriate manner.
- Ability to relate to a diverse range of people and cultures effectively and diplomatically.
- Responds to customer needs promptly, efficiently, and to a high standard.
- Ability to work autonomously and use initiative to identify and resolve issues.

Preferred:

- Experience working in business / product development, particularly within a tertiary setting.
- Familiarity with academic systems and tertiary qualification structures, both in NZ and internationally.
- Experience working in the tertiary sector (with International education experience).
- Experience in a role(s) requiring the development of cross-cultural competencies.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential:

- Outstanding written and verbal communication skills.
- Proficiency with digital technologies and social media.
- Proficiency in the Microsoft suite of programmes.
- Highly developed communication, negotiation, and networking skills.
- Strong organisational skills and high attention to detail.
- Evidence of an ability to work well with students and staff from differing academic and cultural backgrounds and at all levels of the University.
- Able to maintain a professional approach while working under pressure.
- A commitment to the principles of the Treaty of Waitangi and to equal opportunity.
- Ability to show initiative, working effectively as a member of a team and independently.

Preferred:

- Able to speak other languages.
- Experience working internationally.

6. SPECIAL REQUIREMENTS:

There is a potential requirement to travel domestically and internationally (as appropriate), where essential in supporting business development opportunities.

7. DIRECT BUDGET ACCOUNTABILITY:

N/A.

8. TE AKA WHAKARANGA Ā-AO 2021-25 INTERNATIONAL STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications of the International Strategic Framework.

9. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, and the University's commitment to Te Tiriti o Waitangi as articulated in the Māori Strategic Framework.

10. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

11. HEALTH & SAFETY:

Comply with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm, and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

12. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments, and role-model sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.