

NAMBOUR CHRISTIAN COLLEGE

POSITION DESCRIPTION

International Student Administration Coordinator

Position Purpose	In support of the mission and vision of NCC, the role of International Student Administration Coordinator is responsible for the effective administration and operational delivery of the College's international student programs. The position manages international student enrolments, compliance, records administration, accommodation and logistics, reporting, and program operations, while determining day-to-day operational priorities and processes within established College policies, procedures, and regulatory requirements.
Qualifications	Relevant qualifications in Administration, Business, Education Administration, or a related desirable but not essential. Experience working with student management systems, databases, CRM platforms, and records management systems is desirable. Proficiency in a language other than English (e.g. Mandarin) and experience working with culturally and linguistically diverse communities will be highly regarded.
Accountability	Director of International Development and Partnerships, Director of International Education, and ultimately the Executive Principal
Key Relationships	Executive Principal, Director of Advancement and International Programs, Director of International Education, College Administration staff, students, parents and homestay families.

Personal Requirements

These are generally personal in nature and reflect the desired attributes of staff.

- Have a personal faith and commitment to Jesus Christ
- Demonstrate an ability to translate faith into practice
- Proactively contribute to the delivery of the Mission of NCC
- Demonstrate, establish and maintain appropriate professional boundaries with students.
- Actively support and always act in a manner consistent with the College ethos and Staff Code of Conduct
- Act with integrity, loyalty, honesty and accept authority
- Act with tolerance and compassion
- Demonstrate an ability to forgive and accept forgiveness
- Demonstrate an acceptance of other people
- Exhibit self-discipline
- Demonstrate a willingness to learn and engage in professional development.
- Demonstrated flexibility, adaptability, and responsiveness in supporting the operational requirements of international programs, including work outside standard business hours and travel commitments.

Professional Competencies

The following competencies are essential to the effective performance of this role and reflect the knowledge, skills, behaviors, and capabilities required to support the successful delivery of the College's international

student programs, compliance obligations, and operational activities.

- Demonstrated understanding of international education compliance requirements, including CRICOS, PRISMS, ESOS, and visa obligations, with the ability to manage compliance processes, maintain accurate records, and support audits and regulatory reporting.
- Strong administrative and systems management skills, with a high level of accuracy, attention to detail, and the ability to maintain confidential student information in accordance with privacy and records management requirements.
- Strong organisational and time-management skills, with the ability to manage competing priorities, deadlines, and multiple program activities simultaneously.
- Demonstrated adaptability, resilience, and flexibility, with the ability to respond effectively to changing priorities, operational requirements, regulatory changes, and the needs of students and stakeholders.
- Demonstrated ability to coordinate enrolment, onboarding, and student administration processes efficiently and professionally.
- Ability to coordinate operational logistics, including accommodation, travel, arrivals, departures, and program activities.
- Proven ability to establish and maintain positive relationships with students, families, agents, homestay providers, staff, and external stakeholders.
- Highly developed written, verbal, and interpersonal communication skills, including the ability to respond effectively to enquiries and provide accurate information.
- Strong problem-solving and decision-making skills, with the ability to identify, assess, and escalate compliance, welfare, operational, and reputational risks while exercising sound judgement and discretion.
- Demonstrated ability to work collaboratively within a team while also managing responsibilities independently.
- Demonstrated commitment to professional learning, continuous improvement, and high-quality customer service.
- Be well-informed in relation to responsibilities under the Privacy Act 1988 (Cth)
- Be well-informed in relation to responsibilities under the Child Safe Organisations Act 2024 and related child protection requirements.

Key Responsibilities

The responsibilities for this position are detailed under broad headings. From time-to-time other duties may be deemed necessary and these will be determined in conjunction with the accountable person/s. Attention is to be given to maintaining the priority of the duties listed below.

1: Compliance and Regulatory Management

- Administer day-to-day compliance requirements associated with CRICOS, PRISMS, and ESOS and other relevant regulatory frameworks.
- Maintain accurate, complete and up-to-date international student records, documentation and compliance systems.
- Prepare, coordinate, and support regulatory audits, compliance reviews and government reporting requirements.
- Monitor and review all policies and procedures to ensure ongoing compliance with legislative, regulatory and College requirements.
- Prepare and submit required statistical data, reports and returns to government and regulatory agencies (e.g. census, CRICOS reporting)
- Maintain a current understanding of relevant legislation, regulatory changes, and industry requirements, recommending policy and procedural updates as required.
- Identify, assess, and escalate compliance, welfare, operational, and reputational risks to the Director

and Academic Director of International Education and support the implementation of appropriate mitigation strategies where required.

- Contribute to the continuous improvement of compliance, governance, reporting, and risk management processes within the international program.

2: Systems and Data Management

- Administer key international program systems, including PRISMS, Funnel (CRM), TASS, and other relevant platforms.
- Maintain the integrity, accuracy, and consistency of data across all international student management systems.
- Maintain accurate student records, documentation, correspondence, and compliance information within College systems.
- Generate and distribute regular reports on enrolments, student status, visa compliance, attendance, and other key program metrics.
- Monitor attendance data in collaboration with academic staff and identify issues requiring follow-up or intervention.
- Ensure records management practices comply with College policies, privacy requirements, and legislative obligations.

3: Enrolment and Administration

- Manage the end-to-end enrolment and onboarding process for international students
- Prepare and process enrolment documentation, including offers of enrolment, Confirmation of Enrolments, student records and associated compliance requirements.
- Coordinate administrative processes for long-term international enrolments, study abroad programs, and study tours.

4: Homestay and Student Logistics

- Oversee the homestay program, including placement, monitoring, and administration
- Coordinate airport transfers and student arrival and departure arrangements.
- Liaise with students, families, homestay providers, agents, and College staff regarding accommodation and travel arrangements.
- Monitor homestay arrangements to support student wellbeing, safety, and compliance requirements.
- Ensure the effective delivery of accommodation, transport, and other student logistics services.
- Respond to accommodation and welfare concerns and escalate issues as required.

5: Program Operations (Study Tours and Short-Term Programs)

- Coordinate and deliver study tours and study abroad programs
 - Manage program logistics including scheduling, accommodation, travel arrangements, and program coordination
- Ensure all operational risk management, student welfare, and compliance requirements are met.

6: Agent and Stakeholder Support

- Act as the operational point of contact for agents and overseas partners
- Support agent onboarding, documentation, and ongoing communication
- Support staff accompanying students on study tours and international programs
- Maintain positive working relationships with agents and overseas partners to support student recruitment and program delivery.

- Respond to enquiries from agents, prospective students, and families regarding College programs and enrolment processes.
- Conduct campus tours and provide information to prospective students, families, agents, and visiting partners.
- Assist with agent and partner visits, events, and engagement activities as required.

7: Student and Family Support

- Act as a key contact for international students and families for operational matters
- Deliver and support orientation programs and transition processes
- Support students to successfully transition into and engage with College life
- Maintain regular communication with families regarding, administrative updates and compliance matters
- Support emergency response and operational aspects of student welfare

8: General Program Administration

- Manage the administrative functions of the International Student Program
 - Maintain efficient administrative processes, workflow, documentation management, and record keeping systems.
 - Ensure the accuracy, security, and timely maintenance of student records and program documentation.
- Contribute to the continuous improvement of administrative processes and workflows.

Remuneration	In accordance with levels set out in the NCC Enterprise Agreement
Reference Documents	NCC Student Safety And Wellbeing Policy NCC Staff Code of Conduct NCC Enterprise Agreement NCC Staff Dress Code Policy NCC Workplace Health and Safety Policy
Hours of Work	As per Employment Contract