



# Sheldon College POSITION DESCRIPTION



## Position Description

# International Education Coordinator

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<b>Position:</b>	International Education Coordinator
<b>Department:</b>	International Education
<b>Responsible to:</b>	Principal
<b>Reports to:</b>	International Education Program Manager

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## About Sheldon College

Sheldon College is an independent, co-educational, non-denominational College situated on the Redland Coast, catering for students from 15 months of age through to Year 12. We provide a first-class curriculum in the academic, sporting and cultural arenas with access to state-of-the-art classrooms, laboratories, resource centres and studios, as well as cultural, performing arts and sporting facilities.

We value our support staff and the role these staff play in delivering excellence in education. We deliver on our commitment to provide outstanding education in a safe, secure learning environment, underpinned by our philosophy of Love, Laughter and Learning. Our Mission is "to provide a quality educational experience in an environment that encourages and enables our students to succeed in a constantly changing world". This role is a key stakeholder in the College realising that mission.

## Position Overview

The International Education Coordinator is responsible for influencing the quality of the International Student Program and ensuring that students have a satisfying and high-quality experience that is shared by the families of the students. The position coordinates the delivery of International Study Tours to the College, providing a personalised and service orientated approach.

In consultation with the Director of Operations and the International Education Manager (IEM), The International Education Coordinator assists to enact the International Education Strategic Plan, including oversight of International Study Tours.

## Employment Conditions

The International Education Coordinator works primarily during school term time, however, when necessary and in consultation with the Director of Operations may be required to work outside of normal hours.





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### International Full Fee-Paying Overseas Students (FFPOS)

#### Enrolment

- Assist the IEM with new student orientation on their first day including set-up of their timetable, buddies, uniform, resources, buses, etc.
- In collaboration with the IEM ensure the international student enrolment workflow is executed accurately and efficiently.
- Assist and support the IEM regarding processes relating to student transition and induction, including welcoming to the College, transition from the English Language school, in-school ESL programs, integration into College programs, appearance on rolls as International students.
- Contribute to staff education regarding cultural inclusiveness for new International Students to ensure the College is welcoming and supportive.

#### Attendance

- Monitoring of attendance rates of FFPOS to ensure they comply with legislative requirements.
- Support the IEM to manage and triage international students who are at risk of not meeting attendance requirements.

#### Student Wellbeing

Assistance and management support of the following:

- Daily welfare of the students, including finding lost property, approaching teachers, changing subjects, assessing co-curricular programs, medical certificates, and navigating iLINQ.
- Liaise with the College nurse regarding students with medication.
- Liaise with teachers on missing assessment items.
- Building positive relationships with current and potential international families.
- Inform the IEM of any matters of concern to ensure a positive experience for international students.
- Support with the organisation of outings and events for international students.
- Develop an in-depth knowledge of cross-cultural issues that may impact international students.
- Support the IEM to educate staff and the wider community on cultural matters to prevent misunderstanding on both sides.
- Support the IEM to promote a culture of inclusivity and connection within the College, including arranging cultural celebration events and educating the staff and wider community on cultural matters to prevent misunderstanding on both sides.
- Regularly meeting with international parents to offer support and guidance with navigating the school environment.
- Connecting new parents with other Sheldon families who can further support them during their





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time in Australia.

## Homestay & Families

Assist and support the IEM to:

- Review and assess the current Homestay model of the College and consider future options.
- Identify and recruit future homestay hosts via parent emails, letter-box drops and local Facebook groups. Cultivate positive relationships with Homestay families.
- Complete home inspections for new and continuing homestay hosts.
- Liaise between host families and international student families in their home country.
- Work closely with students, College staff, families, and homestay providers to resolve any issues that arise.
- Coordinate homestay information evenings at the College.

## International Study Tours

- In consultation with the Director of Marketing and Communications, the Director of Operations and the IEM, assist in planning the annual schedule of International Study Tours, including which groups the College would like to accept.
- Input into program creation, including developing and delivering relevant study tour lessons, attending events, assist with coordination.
- Homestay recruitment and management for students on Study Tours, including home inspections of new hosts, allocating host families, arranging transport for host families, providing information on expectations, 24/7 support, and liaising between host families, agents and students.
- In consultation with the Director of Business and Finance develop revenue and expense projections and budgeting for International Study Tours.
- Oversee the preparation of quotations, terms and conditions, invoicing, and financial resourcing of International Study Tours.
- Oversee the itinerary and schedule development (specialist lessons, rooming, excursions, activities), internal communication and orientation sessions for all International Study Tours.
- Deliver relevant study tour lessons, attend events, and assist with coordination.
- Liaising with agents about program changes and additions.
- Being the main contact on site for Study Tours.
- Daily monitoring of the health and safety of students on Study Tours and fulfilling a duty of care.
- Lead the professional representation of the College while hosting Study Tours and related activities or site visits.
- In alignment with the Strategic Direction consult with the Director of Marketing and Communications, promote Sheldon College International Study Tours to the broader market.
- In alignment with the Strategic Direction, seek promotional opportunities of International Study





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Tours to champion the value the College places on cultural diversity.

- Liaise with student leaders to ensure Study Tour students form connections with College students.

## Risk & Legislative Compliance

- Is aware and continues to build an in-depth understanding, of the legislative framework and respective compliance requirements under which the International Student Program operates.
- Ensure the College's CRICOS registration remains current and compliant.
- Management of the PRISMS system, visa requirements and requirements of the ESOS act (inc. updating addresses, travel documentation, flight arrangements, passport collection).
- Review and update policies as required.

## Essential Skills and Experience

- Language proficiency in a language other than English.
- Excellent interpersonal skills and ability to provide advice and guidance to students, parents and potential students about admission requirements, visas and related matters.
- Ability to initiate and drive projects with measurable outcomes.
- Proven organisational ability and multitasking capacity to achieve results.
- Strong attention to detail and evidence of ethical behaviour in all professional duties.
- Desirable although not essential is a recognised TESOL qualification, such as CELTA or an EAL/D or TESOL component of a teaching qualification.

