

JOB DESCRIPTION

Position Title: Homestay Coordinator

Position number:

Business unit: UOW College Australia (UOWCA)

Location: Wollongong

Reports to (title): Manager Admissions, Homestay and Study Tours

TRF placement:

Primary purpose

Coordination of all functions of UOW College Homestay Services in order to provide effective operations and excellent service to students and homestay families. The role also ensures compliance with government regulations, industry guidelines and internal policies.

Key responsibilities / accountabilities

Key responsibilities / accountabilities	Outcome	% of time
1. Ensure all facets of UOWCA Homestay Services are carried out efficiently and effectively.	<p>High student satisfaction</p> <p>Host family retention maintained to meet demand</p> <p>Student, host family and agent requests and payments processed within agreed timeframes</p> <p>Databases and information systems up to date</p> <p>Policies and procedures implemented and maintained for currency</p> <p>Audit feedback implemented</p> <p>Board and other reporting completed to meet requirements</p>	60%
2. Support the Manager Admissions, Homestay and Study Tours to facilitate sustainable growth of the UOWCA Homestay Program.	UOWC Homestay continues to positively contribute to UOWCA's overall budget	5%

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<p>3. Ensure compliance with external bodies, including:</p> <ul style="list-style-type: none"> Working with Children Check completion and maintenance Inspection of Homestay premises in accordance with requirements. 	<p>UOWCA Homestay program compliance with requirements</p>	<p>10%</p>
<p>3. Oversee and coordinate the Homestay Team, including providing guidance, support and training to the administrative support team.</p>	<p>Business continuity of Homestay assured</p> <p>Staff turnover</p> <p>Staff satisfaction</p> <p>Staff using systems to full functionality and fully conversant with systems.</p>	<p>15%</p>
<p>4. Manage relationships with all internal and external Homestay stakeholders, including:</p> <ul style="list-style-type: none"> Ensuring a high level of client service, responding to Homestay requests outside normal operating hours Resolving complaints and enquiries from students and host families Working collaboratively to foster harmonious relationships between Homestay, Study Tours, Sydney Educational Tours and The Illawarra Grammar School 	<p>High students and host families satisfaction.</p> <p>Enquiries resolved in an effective and efficient manner.</p>	<p>10%</p>

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the UOWE to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. UOWE wants to place you in the best situation to use your skills effectively in the position you are applying for at UOWE.

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Other Responsibilities

1. Work health and safety responsibilities:
 - a. take reasonable care for your health and safety, and
 - b. take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons, and
 - c. comply, so far as reasonably able, with any reasonable instruction that is given to ensure compliance with work health and safety legislation; and
 - d. co-operate with policies or procedures relating to health or safety at the workplace.
2. Demonstrate the Values (passion, innovation, integrity, collaboration, courage, excellence) on a day to day basis.
3. Observe principles and practices of Equal Employment Opportunity (EEO).
4. Evaluate, train, develop, and motivate staff. Demonstrate responsibility (applicable to managers / supervisors).

Reporting Relationships

Position Reports to:	Manager Admissions, Homestay and Study Tours
This position Supervises the following positions;	Homestay Officer
Other Key Contacts	Homestay Hosts and Students College Management UOW College Administration Staff UOWGE Staff The Illawarra Grammar School Registrar Sydney Educational Tours

Selection criteria – Education and Experience

Essential:

- Relevant Tertiary qualification and/or demonstrated experience in a customer service role including the ability to communicate with people from non- English speaking backgrounds
- Experience of at least 3 years in a supervisory/management role
- Experience in resolving complex complaints

Selection criteria – Knowledge and Skills

Essential

- Strong Administrative skills including extensive workplace related use of Microsoft-related software packages, in particular Excel or other spreadsheet related software and / or tools
- Ability to form positive relationships with internal and external stakeholders to foster collaboration and positive outcomes for students and UOW College
- Exceptional organisational skills, the ability to prioritise tasks and work to deadlines and motivate team members
- Strong interpersonal skills and ability in applying cross-cultural sensitivity and communication techniques
- High awareness of cultural and religious differences
- Class C Drivers Licence



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Personal Attributes

- Willingness and ability to carry out responsibilities of the on call Homestay phone
- Willingness and ability to work outside normal business hours to meet the demands of the program
- Ability to maintain the strictest levels of confidentiality at all times
- Has integrity and operates with transparency
- Resilient and adaptable to change
- Certified proof of right to work in Australia