

POSITION DESCRIPTION



WESTERN SYDNEY
UNIVERSITY



Director, Global Program Liaison

POSITION DETAILS

Position Title	Director, Global Program Liaison
Classification	Senior
Position Number	7011505
School/Office	Global Partnerships and Transnational Education
Division	Provost

POSITION PURPOSE

The Director, Global Program Liaison provides senior strategic leadership and support for the University's global partner-delivered academic programs, with an initial focus on programs and operations connected to Vietnam, Indonesia and India and to be expanded as new Transnational Education markets are considered. The position leads the institutional liaison, governance approval and integration and operating model required to ensure offshore and partner-delivered programs are strategically aligned, academically assured, compliant, sustainable and responsive to partner and student needs.

The role operates as a senior University representative and central point of coordination between Schools, Faculties, central portfolios and international partners. It translates strategic priorities into effective delivery frameworks, strengthens cross-University alignment, and resolves complex academic, operational, administrative, governance and partner matters that may affect program quality, approval, compliance, reputation, growth and student experience.

KEY ACCOUNTABILITIES

1. **Lead strategic direction and operating model integration** for global partner-delivered academic programs, ensuring program delivery models, partner expectations and University priorities are aligned across relevant international locations.
2. **Establish and steward governance frameworks** for offshore and partner-delivered programs, including decision pathways, procedures, approvals, escalation mechanisms, quality assurance controls, risk registers and continuous improvement arrangements.
3. **Direct cross-University academic operations planning** with Schools, Faculties and central portfolios to ensure curriculum approvals, course and unit changes, teaching period readiness, progression, end-of-session resulting and student administration activities are coordinated and compliant.

4. **Represent the University in strategic partner engagement** by cultivating trusted relationships with partner institutions, senior internal leaders and external stakeholders, and by facilitating clear institutional positions on complex program and delivery matters.
5. **Drive quality, compliance and risk assurance** for global program delivery by identifying emerging risks, monitoring control effectiveness, coordinating responses to policy or regulatory changes, and safeguarding academic standards and student outcomes.
6. **Shape program growth and renewal** by advising on feasibility, implementation readiness, operational sustainability and stakeholder impacts for new or expanded offshore and partner-delivered program opportunities.
7. **Build organisational capability and shared practice** by guiding staff involved in global program delivery, facilitating targeted training, sharing procedural knowledge and strengthening capability across academic and professional portfolios.
8. **Oversee high-impact operational and institutional initiatives** including executive visits, delegation programs, graduations, alumni and industry engagement, student mobility, scholarship coordination, delivery charge processes and other matters within confirmed delegations.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant Postgraduate level qualification/s** in education, management, international education, higher education administration, public policy or a related field, or an equivalent combination of senior experience and education/training.
2. **Extensive senior leadership experience** in higher education, global education, transnational education, academic operations, academic governance, international partnerships or a comparable complex institutional environment.
3. **Demonstrated strategic leadership capability** including the ability to define priorities, align diverse stakeholders, establish frameworks and deliver outcomes through complex organisational structures.
4. **Deep knowledge of academic governance and delivery systems** including curriculum management, quality assurance, policy compliance, student administration, progression, resulting, reporting and risk management.
5. **High-level stakeholder engagement and representational skills** with demonstrated ability to influence senior academic and professional leaders, partner institutions, government, industry, community and alumni stakeholders in an international context.
6. **Exceptional judgement and problem-solving capability** including the ability to resolve novel, sensitive or high-risk issues involving institutional priorities, partner relationships, compliance requirements and student outcomes.
7. **Highly developed communication skills** including the ability to prepare executive briefings, reports, procedures, recommendations, governance papers and partner communications that are clear, credible and fit for audience.
8. **Cross-cultural capability and international engagement experience** including the ability to work effectively across jurisdictions, cultures, partners and organisational systems.

KEY RELATIONSHIPS

- **This position reports to:** Pro Vice-Chancellor: Global Partnerships and Transnational Education
- **This position supervises:** The role provides functional leadership, strategic direction, coordination and mentoring to staff involved in global program delivery both on and offshore.
- **Key internal relationships:**
 - Provost
 - Global Partnerships and TNE Teams

- Pro Vice-Chancellor: Global Partnerships and Transnational Education
- Future students teams
- University Executive
- Institute Directors
- Executive Deans, Heads of Schools and senior school staff
- Senior staff in all divisions
- Student Administration
- DVCES
- **Key external relationships:**
 - Government and regulatory agencies
 - Third party providers and other educational partners

CHALLENGES

- Leading through influence across complex structures where successful outcomes depend on alignment between Schools, central portfolios, offshore partners and senior stakeholders without all contributing teams reporting directly to the role.
- Balancing strategy and delivery by setting direction and governance frameworks while retaining sufficient operational visibility to resolve time-critical matters affecting students, partners and academic delivery.
- Managing cross-jurisdictional complexity including different academic calendars, partner operating models, regulatory expectations, cultural contexts, delivery constraints and institutional priorities.
- Safeguarding quality and reputation during growth by ensuring that program expansion, curriculum change, partner expectations and student experience are managed through robust governance, risk and quality controls.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Chief People Officer

Date: 2 September 2026