Position Description

Position Title: Future Students Officer  
Position Classification: Level 5  
Position Number: 314504, 314509, 314510, 314511, 315273, 315274  
316619, 316620, 316621, 315020  
School/Division: Brand, Marketing and Recruitment  
Centre/Section: Future Students  
Supervisor Title: Team Leader, Operations  
Supervisor Position Number: 315286, 316616

Your work area
The Brand, Marketing and Recruitment (BMR) division provides organisational wide brand strategy and ongoing brand management, strategic marketing and planning, marketing communications activities; digital communication, research and segmentation. BMR provides sales and marketing planning and campaign assistance to help attract and recruit students. Marketing and recruitment activities planned and implemented by the BMR team are designed to help achieve the University strategic goals of brand and reputation building and attracting domestic and international students to study at UWA.  
The Future Students team within BMR Division provides strategic student recruitment direction and management for the university. The Future Students unit will include a consolidated student contact centre that brings together the recruitment operations for international and domestic markets to achieve greater capability and focus on student recruitment. Our future student needs across all markets will be catered for by providing professional consulting advice for domestic and international undergraduate, domestic and international postgraduate and international product enquiries.

Reporting Structure
Reports to: Team Leader, Operations

Your role
The Future Students Officer under the supervision of the Team Leader, Operations, represent the University, will provide front line course advisory service to prospective students as part of the Future Students Service Centre. Appointees will also fulfil a variety of administrative tasks and roles within the Future Students Service Centre.

Key responsibilities
Provide quality advice in response to complex and diverse enquiries from students and key influencers about the University, its courses, pathways and entry requirements by phone, email, face-to-face and online, with a view to increasing applications  
Maintain up-to-date knowledge of courses and programs across all disciplines offered by UWA  
Contribute to the development of a variety of student recruitment strategies  
Maintain information in a CRM database to record and generate leads  
Actively convert the student into successful acceptance through a systematic sales pipeline approach that is aimed at maximising the conversion of students to enrolments.  
Assist the Team Leader, Operations in the administration and management of a number of University projects and policies  
Other duties as directed
Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency
Highly developed written and verbal communication skills, strong interpersonal skills, the ability to work with a range of people from different cultural and educational backgrounds, and of different age groups
Ability to work independently, show initiative and work productively as part of a team
Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email
Highly developed organisational skills and demonstrated ability to set priorities and meet deadlines
Broad knowledge of education systems; university admission requirements, policies and procedures
High level customer service, including understanding the needs of customers and exceeding their expectations

Special Requirements (selection criteria)

Requirement to work during the Christmas/New Year UWA Shutdown period
Flexibility to work outside normal office hours and to travel
Occasional weekend work and afterhours work
Ability to undertake physical tasks such as manual handling, packing and unpacking materials
Working with Children Check
Current Driver's License

Compliance

Workplace Health & Safety
All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).
All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements. Details of the safety obligations can be accessed at [http://www.safety.uwa.edu.au](http://www.safety.uwa.edu.au)

Inclusion & Diversity
All staff members are required to comply with the University’s Code of Ethics, Code of Conduct and Inclusion and Diversity principles. Details of the University policies on these can be accessed at [http://www.hr.uwa.edu.au/policies/policies/conduct/code](http://www.hr.uwa.edu.au/policies/policies/conduct/code), [http://www.web.uwa.edu.au/inclusion-diversity](http://www.web.uwa.edu.au/inclusion-diversity).