Position Description

AGSM Success Coordinator

Position Level
6

Faculty/Division
Business

Position Number
00035228

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February 2021

Position Summary
The purpose of the AGSM Student Success Coordinator is to provide the best student experience possible, to help motivate students to progress and provide a human face for blended, online and face-to-face programs.

The role is the primary point of contact for any student concerns regarding their learning journey and student experience from Orientation to Graduation.

The role reports the AGSM Success Manager and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Provide advice and technical knowledge to current AGSM students, delivering proactive and high-quality student support to promote engagement and retention.

- Support the development and implementation of the AGSM Student Experience Team strategies to provide sophisticated and comprehensive student engagement activities, a high-level of student support in a high-volume environment.

- Proactively engage with and support students through the progress of their studies, initiating and executing action plans that foster continuous improvement and increase satisfaction, engagement and retention.

- Maintain accurate data, generate reports and provide recommendations to improve student retention and engagement while considering and implementing operational efficiencies and improvement in procedures.
• Demonstrate effective liaison, collaboration and negotiation skills with student and AGSM faculty, acting as the first point of contact to manage student enquiries and solve complex problems.

• Respond to student feedback and complaints, proactively responding to emerging opportunities and issues, and following UNSW and AGSM policies and procedures.

• Assist students on policies and guidelines relating to the administration of their program.

• Exercise a solution-orientated approach, proactively seeking a range of potential solutions where operational issues arise in a range of functional areas.

• Manage and support the delivery of relevant projects, initiatives and other ad hoc programs as required.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.

• Experience in a student or customer service position, preferably in the higher education sector.

• Demonstrated experience providing effective customer service and support to stakeholders, with an ability to develop and maintain effective relationships.

• Experience working with databases, social media, survey tools and Microsoft Office (particularly Microsoft Teams).

• Demonstrated ability to problem-solve, improve processes and deliver initiatives and deadlines, working autonomously and in a team to deliver on the Student Experience Team strategies.

• Excellent time management and organisational skills, with the ability to work well under pressure and manage multiple tasks with competing deadlines, adopting a commitment to providing excellent customer service with a high level of attention to detail and accuracy.

• Highly advanced interpersonal, written and oral communication skills.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.