POSITION DESCRIPTION

Future Student Advisor

Position Level 5
Faculty/Division DVC-Academic
Position Number ADMIN ONLY
Original document creation 17/02/2021

Position Summary

Future Student Recruitment is responsible for strengthening marketing and recruitment efforts, ensuring UNSW is the premier destination in the state for local students and the premier destination in the country for internationals.

The Future Student Advisor is responsible for providing accurate, comprehensive, and timely advice to prospective students via all relevant inbound contact channels and events. The Future Student Advisor must be able to interpret often complex scenarios and detailed degree and admissions policies to properly advise enquiries. Where received by phone, email, web form or web chat, or email and utilise systems like CRM to capture and record data about particulate interactions. All while delivering a high level of customer service, meeting KPIs and that the team service level agreements (SLAs) are being achieved.

The Future Student Advisor reports to FSR Enquiry Team Lead and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Participate fully within the Future Student Enquiry Centre contributing to creating a respected and customer-focused service environment.
- Provide pre and post application support to prospective students to progress them through the UNSW student recruitment cycle.
- Understand the University’s business, drivers, and processes, as well as culture, and how each Department/Faculty interacts effectively on an organisational level.
- Provide accurate, timely and comprehensive information to prospective students and stakeholders via all inbound channels and events.
• Achieve or exceed individual and team Key Performance Indicators (KPI’s), measuring case resolution volume, customer satisfaction and adherence to Service Level Agreements (SLA’s).
• Maintain up-to-date records of enquiries and communication with all applicants within the UNSW CRM.
• Maintain up-to-date knowledge of University policies and procedures, particularly those relating to students requiring case management.
• Provide feedback from conversations to identify trends in prospective student behaviour.
• Work collaboratively with stakeholders to develop accurate, up-to-date, high quality information content to contribute to various student or internal staff information channels.
• Maintain understanding of UNSW and faculty brand core value propositions, leveraging these in conversations with prospective students.
• Work independently to execute high volume, targeted conversion campaigns, utilising recruitment skills to drive applications, acceptances, and enrolments.
• 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 and safety of yourself or others.

Skills and Experience
• A relevant degree with extensive experience or an equivalent level of knowledge gained through any other combination of education, training and experience.
• Proven ability to work in a high volume, process driven environment with variable workflow patterns and to fixed deadlines.
• Knowledge and experience in the tertiary education sector with experience in key source markets is desirable.
• Demonstrated ability to work flexibly and productively as an effective team member to ensure deadlines are met.
• Excellent written and verbal communication skills and the ability to liaise effectively with all levels of staff and external stakeholders.
• Advanced level of computer literacy with excellent skills in Microsoft Office applications and databases (e.g. CRM).
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document
This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.