POSITION DESCRIPTION

Student Success Coordinator

<table>
<thead>
<tr>
<th>Faculty/Division</th>
<th>Business</th>
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</thead>
<tbody>
<tr>
<td>Classification Level</td>
<td>Professional 6</td>
</tr>
<tr>
<td>Hours &amp; Span (Category)</td>
<td>G - Administrative, Clerical, Computing, Professional &amp; Research Staff</td>
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<tr>
<td>Position number</td>
<td>ADMIN ONLY</td>
</tr>
<tr>
<td>Shiftwork status</td>
<td>NOT SHIFTWORKER</td>
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<tr>
<td>Allowances</td>
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<tr>
<td>On call arrangements</td>
<td>N/A</td>
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<tr>
<td>Original document creation</td>
<td>14 May 2024</td>
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Position Summary

A **Student Success Coordinator** provides sophisticated proactive and accurate administrative program and event management within the Australian Graduate School of Management (AGSM) at UNSW Business School.

This role reports to the AGSM Student Success Manager and has no direct reports.

**Accountabilities**

Specific accountabilities for this role include:

- Coordinate and deliver a high-quality, high-volume service to students in all AGSM administered programs.
- Demonstrate a high level of professionalism, efficiency and maintain a broad range of knowledge and expertise across a variety of programs and teaching periods.
- Manage and implement a range of policies and guidelines in the coordination of a broad range of activities including complex case enquiries, complaints, student enquiries and administrative tasks to provide high-level support to our students.
- Demonstrate excellence in online and face-to-face student written and verbal communication.
• Plan, develop and maintain current administrative guidelines and processes, providing expert advice in relation to student activities, events, and daily tasks.
• Initiate and implement future priorities and action workflows daily, providing guidance and training to other team members when and as required.
• Apply a consistent professional approach when managing student cases. Maintain appropriate and accurate records, and where appropriate confidential, (CRM cases/notes) on all student communications and interactions.
• Apply appropriate skills and knowledge to administration requests (including data management), travel procedures, catering orders and bookings, cost tracking, and responsible UNSW credit card usage.
• Actively participate in and contribute towards continuous improvement in procedures, documentation, and guidelines within the AGSM. Participate in team and individual training, workshops, collaborative working groups and project work as required.
• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
• Cooperate with all health & safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and 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.
• Demonstrated excellent time management and organisational skills, and the ability to work well successfully under pressure, managing multiple tasks with competing deadlines.
• Demonstrated ability to work in a team environment resolving complex issues and providing sophisticated advice to colleagues, stakeholders, and students in a time-effective manner.
• Excellent oral and written communication skills and the ability to use tact, patience and understanding to communicate with influence and professionalism with AGSM students, colleagues, and stakeholders on a variety of complex issues.
• Experience in technological skills, including high level of data management and social media administration.
• Proven ability to deliver successful outcomes in a high volume, high touch VUCA environment.
• Demonstrated experience providing excellent customer service and support to colleagues, stakeholders, and students at all levels.
• Proven ability to contribute to a positive team environment, work flexible hours and develop and foster networks with the AGSM and broader UNSW Community.
• 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.