



POSITION DESCRIPTION

## **Future Student Consultant**

July 2022

UNIVERSITY of   
**TASMANIA**

## Position Summary

College / Division	Division of Future Students   Recruitment & International
School / Section	Future Student Journey
Location	Launceston
Classification	HEO 4
Reports to	Manager, Future Student Contact Centre
Direct reports	0

## The Opportunity

We are looking for highly engaged customer-focused professionals to deliver personalised, trusted and effortless experiences to achieve student load targets across a range of study courses. The role will engage with future students from the first point of enquiry and support study decisions, providing expert consultation communicating the distinctive University offer.

The Future Student consultant is responsible for delivering an excellent customer experience and nurturing future students from enquiry to application, and offer to enrolment with ease and expertise in the Future Student Journey directorate. This position is part of the broader Division of Future Students, which is primarily responsible for the initial stages of the student lifecycle and includes portfolios such as marketing, engagement, applications, recruitment, partnerships, and enrolment. Future Students is a key service provider ensuring the University delivers a sustainable pipeline of student numbers across the three major sectors. Future Students is a fast-paced environment that operates with high agility to deliver outcomes that facilitate our student's future success.

## About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generative powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.

# Accountabilities and outcomes

## Purpose

The Future Student consultant is responsible for delivering an excellent customer experience and nurturing future students from enquiry to application, and offer to enrolment with ease and expertise. It is a key role in the implementation of the University's student recruitment strategy to attract and convert high-quality students and optimise the enquiry to enrolment journey.

## Key Result Areas

- Deliver excellence in enquiry management and nurturing of future students that includes: personalised, trusted and effortless customer experiences.
- Conduct effective, sales focused personal engagements with future students to generate enquiries through to applications and enrolments.
- Provide accurate course information and recommendations to future students in response to in-person, telephone, email, and live chat enquiries.
- Provide a high quality, inbound and outbound service over multiple communication channels that drive application outcomes.
- Use the University's Customer Relationship Management (CRM) system to capture enquirer contact details, study interests and other relevant details to support a case management approach.
- Contribute to the achievement of agreed application and enrolment targets across domestic and international markets.
- Contribute to the identification of barriers in the enquiry and application process, as well as the on boarding process, and escalate methods to overcome them.
- Actively contribute to a dynamic contact centre environment that fosters and develops effective working relationships, collaborative work practices, consideration for colleagues and valuing the contribution of others.

## Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

## Success profile

### Personal Attributes

- Rapport Building: Enjoys interacting with other people and effectively establishes rapport by

putting others at ease. Effectively promotes achievement and recognition.

- Communicative: Enjoys articulating information and giving presentations. Shapes opinion through influencing skills while challenging established views and assumptions.
- Resilience: Able to stay calm under pressure and tolerate stress. Adept at calming others and resolving conflict in stressful situations.
- Supportive: Understands others through listening and empathy, works well in a team and actively involves others by valuing individuals unique perspectives.

### **Core Capabilities**

- Student Focus: Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- Fostering Belonging: Fosters a sense of belonging and wellbeing, enables others to feel good and function to their fullest ability and role models respectful, inclusive and professional behaviours.
- Self Awareness and Interpersonal Skills: Recognises and regulates emotions and behaviour in the work context and effectively builds relationships with others to create a collaborative and empowering environment that enables people to achieve and thrive.

### **Role Specific Skills, Knowledge and Experience**

- Relevant post-secondary qualifications or equivalent experience, or an equivalent alternate combination of relevant knowledge, training, and/or experience.
- Experience and skills in achieving targets through exceptional enquiry management and nurturing of future students that includes: personalised, trusted and effortless customer experiences.
- Strong organisational skills and the ability to prioritise multiple tasks, meet deadlines, and contribute to dynamic work environment.
- Strong interpersonal skills, including the ability to liaise with future students (undergraduate, postgraduate and pathways) and influencers, academic staff, and members of the public.
- An ability to master knowledge from a broad range of courses and deliver information to customers that is that is clear and personalised.

### **Other Requirements**

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

#### **COVID-19**

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.



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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position