

## Relationship Manager

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<b>College/Division</b>	Global Division
<b>School/Section</b>	Tasmanian Student Futures
<b>Location</b>	Launceston
<b>Classification</b>	HEO 6
<b>Reporting line</b>	Head, Tasmanian Student Futures

### Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and culture future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

We are seeking to appoint a Relationship Manager in the Tasmanian Student Futures team as part of [the Global Division](#).

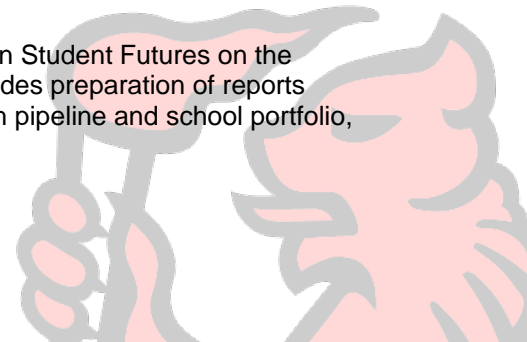
The University is committed to Tasmania, as part of this commitment we aspire to attract a diverse cohort of students from the local Tasmanian community and across Australia into all levels of programs from pathways through to undergraduate, postgraduate and research programs.

The Tasmanian Student Futures team play's a critical role in serving our local community, we are responsible for increasing educational attainment in the state by increasing the number of local students who attend University. We are responsible for working with our school and community partners to increase opportunity for all Tasmanians, to do this we will measure and increase the number of Tasmanians attending University. We will support students and partners alike through clarity of information and a case management approach ensuring that support is always provided when needed.

The Relationship Manager will be responsible for developing deep connections with the Universities external school stakeholders and assisting to drive the engagement framework. The role involves implementing the Global divisions strategy across their region. They will take the lead role in managing relationships with local partners ensuring that external and internal stakeholders are highly satisfied with the overall program of engagement. The incumbent must be able to attend out of hours activities and may be required to travel intrastate, the ability to take leave will also be restricted around major events.

### What You'll Do

- In consultation with the Head, Tasmanian Student Futures, implement the global divisions strategic initiatives across the team
- Plan and lead partner programs and engagement strategies in a defined region.
- Train, mentor and develop a team of student ambassadors
- Contribute to the development of engagement strategies for the catchment area. Work with the Marketing team to develop content for promotional materials and media, ensuring compliance with relevant legislative and regulatory frameworks and responsibilities.
- Play a lead role in staffing key internal and external University events (including the University's annual Open Day, information evenings, change of preference activities, school careers expos, etc.).
- Develop and maintain effective working relationships with multiple stakeholders including academic staff, student administration staff, partner agencies and suppliers.
- Provide regular reports and recommendations to the Head, Tasmanian Student Futures on the effectiveness of various activities to advise future planning. This includes preparation of reports including but not limited to, benchmark to performance targets for both pipeline and school portfolio,



activity reports, event briefs, event reports and other reports as directed.

- Undertake other duties as assigned by the supervisor.

### What We're Looking For (success criteria)

- A bachelor level qualification in sales, marketing, management and experience in a relevant field or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in individual, solution selling in a customer-oriented environment.
- Demonstrated initiative, problem solving and negotiation skills.
- Strong organisation and time-management skills, together with a demonstrated ability to work with competing demands, prioritise work tasks and be flexible in responding to changing work priorities.
- Strong communication and interpersonal skills. Ability to confidently influence outcomes at all levels of organisations, and liaise with people of various skills, experience and background to achieve win-win outcomes.
- Demonstrated ability to work effectively as part of a team, as well as the capacity to work independently with initiative and accountability on relevant projects.
- Computer literacy, including the ability to use Word, Excel and PowerPoint; and computer based administrative systems, records management and database applications and a familiarity with the use of a range of technologies and audio-visual equipment.
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### Other position requirements (delete those not applicable)

- Current Working with Vulnerable People registration (or to be obtained)
- Current driver's licence
- Regular intrastate travel may be required
- Willingness to undertake a medical assessment based on meeting the inherent position requirements

### University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

Check out more here:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

*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 above may be altered in accordance with the changing requirements of the position.*

