



Position Description

Future Student Consultant

Position No:	50025400
Organisation Unit:	Recruitment and International Operations
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level (HEO5)
Employment Type:	Continuing, Full time
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Jobs at La Trobe - <http://www.latrobe.edu.au/jobs>

Position Context / Purpose

The Future Student Consultant works as part of the Sales Contact Centre to deliver a personalised, trusted, and effortless experience to achieve student load targets across pathways, and undergraduate and postgraduate programs.

The position holder has a thorough understanding of the breadth and depth of La Trobe courses, programs, campus amenities, and student services available at the campuses, and works to deliver excellence in customer-first enquiry management to communicate the distinctive La Trobe offer to prospective students. The position holder manages customer engagement within the Sales Contact Centre and responds to enquiries to study at La Trobe including tactical outbound engagement with prospective students. Involvement in future student programs, activities, and events may involve direct contact with children.

The Division of Recruitment and International Operations plays a key role in profiling and positioning of La Trobe University as a first choice among its diverse community, target, and stakeholder groups, including potential students and staff. Recruitment and International Operations is responsible for implementing an acquisition and conversion strategy on behalf of the University to achieve its strategic goal of recruiting high-quality applications. This includes management of future student course enquiries, sales, and student recruitment activities.

Duties at this level may include:

- Deliver excellence in enquiry management and nurturing of prospective students that includes: personalised, trusted, and effortless customer experiences.
- Conduct effective, sales-focused personal engagement with prospective 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, mail, and live chat enquiries.
- Provide a high-quality, inbound, and outbound service over multiple communication channels that drive sales activity and 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 sales, enrolment, and conversion targets.
- Contribute to the identification of barriers in the sales and onboarding process and proactively investigate methods to overcome them.
- Actively participate in the creation of an environment of continuous improvement through the identification of process/procedure improvements and identifying ways of exceeding internal and external customer expectations.
- Actively contribute to a dynamic sales environment that fosters and develops effective working relationships, collaborative work practices, consideration for colleagues, and valuing the contribution of others.
- Liaise and maintain good relations with University agents/representatives regarding the progress of applications, payment of fees, University entry requirements, and other relevant matters. (International)
- Work collaboratively with the international recruitment and conversions team, including actively engaging in cross skilling opportunities.
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- Work collaboratively with the international recruitment and conversions team, including actively engaging in cross skilling opportunities.
- Other duties as requested by the Coordinator, Sales Contact Centre, commensurate with the classification of this position and with the knowledge skills, and training of the incumbent.

Essential Criteria

Skills and knowledge required for the position

1. Relevant post-secondary qualifications or equivalent and proven administrative experience, preferably in sales and customer service with a drive to achieve sales targets.
2. Experience and skills in achieving sales targets through exceptional enquiry management and nurturing of prospective students that includes: personalised, trusted, and effortless customer experiences.
3. Strong organisational skills and the ability to prioritise multiple tasks, meet deadlines, and contribute to a dynamic sales environment.
4. Strong interpersonal skills, including the ability to liaise with prospective students (undergraduate, postgraduate, and pathways) and influencers, academic staff, and members of the public.
5. An ability to master knowledge from a broad range of courses and deliver information to customers that is clear and personalised.

Desirable:

6. A good understanding of the higher education environment that includes the sales funnel from first enquiry to enrolment.
7. Leadership experience in a contact centre environment

Capabilities required to be successful in the position

- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to implement improvements to local processes.
- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to enable a safe, inclusive, high-performing team culture, prioritising staff mental health and wellbeing.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials:

Date: