*Position Number: 00048705*

*Position Title: AGSM Delivery Coordinator*

*Date Written: 7 January 2019*

*Faculty / Division: UNSW Business school*

*School / Unit: AGSM*

*Position Level: Level 6*

## ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia’s global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as ‘research intensive’ or ‘teaching intensive’. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

## VALUES IN ACTION: OUR UNSW BEHAVIOURS

## UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

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| A close up of a logo  Description automatically generated | Delivers high performance and demonstrates service excellence. |
|  | Thinks creatively and develops new ways of working. Initiates and embraces change. |
|  | Works effectively within and across teams. Builds relationships with internal and external stakeholders to deliver on outcomes. |
| A close up of a logo  Description automatically generated | Values individual differences and contributions of all people and promotes inclusion. |
|  | Treats others with dignity and empathy. Communicates with integrity and openness. |

## OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW Business School is a leader in business education and research in the Asian region and one of the largest Business Schools in Australia with more than 16,500 students, 500 academic and professional staff and more than 80,000 alumni and partners. The Business School offers a full suite of business degree programs at undergraduate, postgraduate, coursework and research levels, including the AGSM MBA programs and a range of Executive Programs. Its direction is guided by a business advisory council of leading CEOs, chairpersons and other business leaders.

## The Business School’s reputation is built on its outstanding staff, students and alumni and a cultural diversity which ensures an international focus. It also has a long history of deep industry engagement, and takes pride in the impact it has through its educational and research activities. The School is frequently ranked among the top 50 in the world, and in some areas among the top 20, according to global indicators. For further information, see: https://www.business.unsw.edu.au/

AGSM Experience is a customer-centric unit unique to UNSW Business School, focussed on delivering a quality, efficient and effective learning environment for our customers and responsible for ensuring the best client, participant and candidate experience across a range of AGSM Award and non-Award courses.

The AGSM Delivery team sits within AGSM Experience; they engage with corporate clients, Short Course participants and MBA candidates in the delivery of AGSM Non-Award and Award programs. The team’s focus is on enhancing candidate, corporate and participant experience through the delivery of short and award courses.

This includes establishing strong relationships and engaging with clients and participants, administering and sourcing requirements, enhancing service through customer-focussed processes and continuously seeking to improve quality and efficiency across the entire AGSM portfolio.

The role of AGSM Delivery Coordinator reports to the AGSM Delivery Manager, and has nil direct reports.

## RESPONSIBILITIES

Specific responsibilities for this role include:

* Plan and implement the candidate and client program delivery functions in line with AGSM, Business School and the wider universities strategic priorities.
* Construct, execute, and monitor project plans to ensure the best quality and most efficient experience for our clients, participants, candidates and faculty.
* Track progress against agreed deliverables and outcomes and initiate or recommend corrective action to ensure agreed outcomes are achieved.
* Set priorities by tracking candidate and client satisfaction through surveys and feedback. Initiate action plans that foster continuous improvement of the candidate and client experience and satisfaction level.
* Coordinate all elements required to execute AGSM programs. Monitor workflows and systems whilst working with clients, facilitators, venues and third party suppliers to ensure logistic, venue, catering and learning environment components run as scheduled.
* Maintain accurate data, generate statistical reports and provide recommendations for the purposes of improving candidate and client services, operational efficiency improvement and to ensure quality control.
* Undertake logistic planning involving negotiation with vendors and suppliers, budget management, booking and scheduling, website information, client and candidate solutions focus.
* Monitor and action emerging opportunities and issues in customer service and respond to variations in learning spaces, candidate, client and faculty engagement and supplier management.
* 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.

## SELECTION CRITERIA

* Relevant tertiary qualifications or an equivalent level of knowledge gained through any other combination of education, training and experience.
* Previous work experience in an environment involving events, programs, candidate or client services, logistics, venue and program management.
* Extensive experience and high level skills to work with digital technologies such as databases, social media, survey tools and Microsoft office.
* Proven success and demonstrated positive attitude to problem-solving and improving processes and procedures including change management processes.
* Highly developed interpersonal and influencing skills, with an ability to build and maintain effective relationships and strong skills to cultivate an exceptional customer service philosophy and culture in a high volume, process driven work environment.
* Demonstrated ability to work autonomously while contributing to a strong team environment.
* High level organisational skills, demonstrated abilities to initiate improvement projects and a demonstrated ability to independently solve complex problems and enquiries to an appropriate outcome.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

## PRE-EMPLOYMENT CHECKS REQUIRED

Based on the duties, responsibilities and requirements of this position, an appointment to this position is subject to a satisfactory completion of the following pre-employment checks:

* Nil.

*It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.*