*Faculty / Division: UNSW Business School*

*School / Unit: AGSM*

*Position Level: Level 5*

*Position Number:* 00034525

*Position Title: Relationship Management Coordinator*

*Date Written: 21 June 2018*

## 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.


## 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 16,000 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/

The Australian Graduate School of Management (AGSM) is the part of UNSW Business School that offers global top tier general management, executive and leadership development programs. AGSM's long-standing MBA, MBA (Executive), MBAX degrees and executive education programs are delivered across Australia and online. AGSM's personally transforming MBA and EMBA programs are consistently ranked in the top 100 globally.

The competitive space for these programs are international and national markets, and the competitors are international graduate schools of management, such as INSEAD, London Business School, or leading North American business schools, rather than Australian faculties of commerce (or the like).

The Relationship Management Coordinator works as part of the Recruitment and Admissions Team and is responsible for all aspects of the admissions process required for facilitating student enrolment into the 4 flagship MBA Award Programs offered by AGSM. This position is also responsible for the management and coordination of student recruitment activities in line with UNSW Business School and AGSM’s marketing, communication and student recruitment strategies for both local and international markets.

The role of Relationship Management Coordinator reports to the Team Leader, Recruitment and Admissions and has no direct reports.

## RESPONSIBILITIES

Specific responsibilities for this role include:

* Relationship Management of the student prospect pipeline across AGSM award programs
* Develop effective processes and procedures for recruitment activities to maximise the conversion of students at each stage of the recruitment lifecycle ensuring adherence to all UNSW policies and procedures.
* Participate in the coordination of student recruitment campaigns to target AGSM prospective students. These may take place within Sydney, interstate and overseas and may be held during the evening or at lunchtime.
* Provide higher level advice to prospect students relating to complex application, program information and application matters; ensuring adherence to all UNSW policies and procedures.
* Organise and assist in the processing of student and scholarship applications in a timely accurate and professional manner
* Manage recruitment events ensuring events are executed according to brand guidelines and within budget
* Secure current students to represent the School at recruitment events
* Produce accurate statistical reports for enquiries and applications as require
* Manage the implementation of targeted professional follow up campaigns to maximise conversion pipeline e.g. enquiries to applications, offers to acceptance and acceptance to enrolment
* Assess applications in line with entry requirements and put forward recommendations to Team Leader and the Selection Committee
* 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

* A higher Tertiary qualification (or above), or an equivalent level of knowledge gained through any other combination of relevant education, training and/or experience
* At least 2 years’ experience in an administrative, customer-focussed role preferably in the education sector or similar professional services environment
* High level of organizational skills with a demonstrated ability to solve complex problems/enquiries
* Previous exposure to a sales-related function – with a demonstrated capacity to influence and inspire prospective customers
* Demonstrated experience in a role requiring accuracy and attention to detail
* Advanced interpersonal and communication skills including written and verbal communication skills and the ability to liaise with a diverse group of people from varying backgrounds and seniority
* High level computer skills including an understanding of and experience in using and manipulating database information
* Experience in and a proven commitment to, customer service
* Knowledge of EEO principles
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

*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.*