POSITION SUMMARY

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.

ORGANISATIONAL ENVIRONMENT

UNSW Business School is a leader in business education and research in the Asia Pacific region. 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), MBT degrees and executive education programs are delivered across Australia, in Hong Kong and online. AGSM's personally transforming MBA and EMBA programs are consistently ranked in the top 100 globally.

There are more than 75,000 UNSW business graduates, of which about 15,000 are alumni of AGSM.

The AGSM prepares great people to achieve great things and our portfolio of postgraduate offerings includes AGSM Executive Education, AGSM MBA programs, the MBA (X) suite of programs and other post-experience leadership programs as may be developed in the future. The AGSM business is divided into the units of Executive Education; Career Development; Marketing, Brand and Communication; Program Operations, Commercial Operations; Strategy, Innovation and Academic; Recruitment and Educational Development. Together these business units work to achieve clear business targets as well as recruit the best students from around the world, provide an exceptional learning experience for them, and provide life-long connections with an engaged alumni community.
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).

Reporting Relationships
Supervisor’s title: Team Leader, Recruitment and Admissions
Other positions reporting to the supervisor: Relationship Management Coordinators (x3)
Positions reporting to this position (show position titles and levels): None

KEY DUTIES

- 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
- 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
- Organise and assist in the processing of student and scholarship applications in a timely accurate and professional manner
- Manage recruitment events ensuring event is 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

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.