



Position Description

Position Details

Business Entity	Kaplan Business School	Department	Student Experience
Job Title	Campus Manager	Location	Sydney
Reports To	GM, Student Experience	Direct Reports	2 - 8

Overall Purpose

The Campus Manager is responsible for leading the student facing non-academic staff in the KBS Sydney Campus. This includes; managing the day to day operations, management of all students specifically the retention rates and satisfaction targets and working collaboratively with all Kaplan campus staff to provide quality academic and student experience services.

Key Responsibilities

Operations and Administration

- Managing and directing day to day operations of the campus, leading and bringing together key stakeholders within KBS to deliver an all-encompassing education experience
- Managing all ongoing resource, facility and maintenance needs of the campus
- Act as escalation point for operational and campus queries from both within KBS and from external stakeholders
- Ensuring that company policy and procedures are implemented and adhered to in relevant areas of the campus across all staffing groups including Academic, National Operations and Sales.
- Monitoring compliance with ESOS Act and the National Code to ensure regulatory requirements are met
- In conjunction with GM – Student Experience, develop short and long term business plans and annual budget for the campus
- Work closely with the marketing team to develop integrated marketing plans for the campus in line with companywide marketing/sales strategy
- Overall responsibility for all operational aspects of study being delivered including attendance, exams, scheduling, academic queries, assessment submission etc.

Student Experience

- Providing quality service to students ensuring they have the appropriate levels of academic, administrative and personal support
- Lead, organise and deliver Orientation for new students each Trimester and help deliver an annual Graduation ceremony
- Work closely with Careers Central to provide KBS students with access to support to develop and maximize their career opportunities
- Provide students with effective opportunities to interact with relevant campus staff and within the student cohort
- Lead timetabling process, ensuring class size maximisation, correct offerings, teacher allocations, availability and efficiencies in conjunction with Academic management and GM – Student Experience
- Deliver key events to encourage engagement and a community feel between staff and students such Feedback Week
- Ensure student satisfaction rates are within pre-determined parameters and any issues dealt with promptly



- Deliver the KBS Student Ambassador program, selecting and leading students in the program and manage Student Liaison Group within this
- Bring together key internal stakeholders across the business to deliver holistic, high quality services

Student Retention

- Responsibility for achieving student retention and revenue targets through proactive student engagement and management of challenges as and when required
- Lead and deliver on retention targets during re-enrolment period
- Work with Academic management to implement a full program of intervention strategies to increase retention and progression
- Implementation of campaign based domestic and international strategy as required in consultation with GM – Student Recruitment
- Coordinate and participate in the delivery of public sales and networking activities, including face-to-face events
- Assist in the establishment and maintenance of relationships in order to generate leads, recruit and retain students

Financial performance

- Overseeing the management of campus resources within budgeted parameters
- Liaising with Finance department regarding any payments received on campus
- Ensuring communication regarding any changes are passed to finance in an accurate and timely manner
- Liaising with payroll on any staff payment and/or leave processes for all immediate reports and lecturing staff
- Approval and coding of invoices under approved limitations to be passed on to the GM – Student Experience
- Work with Student Records Officer to minimise and control campus bad debts to within agreed parameters
- Overall responsibility for student payments, maintenance of payment plan scheduling and follow up of arrears

Leadership/Staff Management

- Recruitment, on-boarding and training of all student facing, campus staff
- Motivate and engage team promoting innovation and creativity to help achieve performance objectives and deliver excellent customer service
- Encouraging teamwork and initiative through positive leadership to help foster a high performing, student-centric driven culture
- Establish team and individual goals and support growth through professional development plans
- Oversee and participate in recruitment of new employees, annual performance reviews and goal setting activities
- Responsibility for staff performance and satisfaction levels on ongoing basis

Contribute to a supportive, positive and safe workplace

- Compliance with all company policies and procedures including WHS legislation requirements
- Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health
- Being a productive member of the Kaplan team by displaying the Company values through your day to day role
- Adherence to Company Policy and Procedure



Qualifications and Skills

- Minimum 5 years management experience
- Tertiary qualifications
- Administrative and operational experience of education programs or product related industry
- Demonstrated customer service skills, including cross cultural sensitivity, and a high level of demonstrated interpersonal skills
- Experience in the international student environment
- Positive, collaborative and supportive communication style with experience across a variety of key stakeholders
- Excellent verbal and written communication skills
- Ability to work under pressure with conflicting priorities & the ability to prioritise work effectively
- Demonstrated leadership and management skills at an operational level including effective management of people, resources and financial parameters

Employee Signature _____

Date _____

Manager Signature _____

Date _____