



Position Description

Position Details

Business Entity	Kaplan Business School	Department	National Operations
Job Title	General Manager, National Operations	Location	Sydney
Reports To	Executive Director, International Education	Direct Reports	4

Overall Purpose

The General Manager, National Operations is responsible for managing the national operations of Kaplan Business School (KBS). This includes overseeing major operational functions, such as admissions and enrolments, student record management and reporting, systems and project management, and quality assurance and compliance in order to maximise the efficiency and reliability of Kaplan Business School's systems and processes.

Key Responsibilities

- Lead and oversee the various functions of National Operations, including admissions and enrolments, record manager and reporting, business systems projects and initiatives, quality assurance and compliance.
- Lead the KBS strategic initiatives related to optimising operational effectiveness.
- Lead the development and maintenance of business processes and policies to support Kaplan Business School objectives.
- Regularly review processes and implement improvements for operational efficiency.
- Remain agile and responsive to new and/or changing business demands for different operational processes.
- Oversee compliance with the Higher Education sector and ESOS regulatory frameworks, and legal and ethical obligations.
- Act as an escalation point for operational queries and complaints from both within KBS and from external stakeholders.
- Participate in the preparation of annual budgets for KBS National Operations.
- Ensuring that company policy and procedures are implemented and adhered to in relevant areas of the school.
- Motivate and engage team members to achieve strategic objectives.
- Encourage teamwork and initiative through leadership to help foster a high performing, results driven culture
- Oversee and participate in recruitment of new employees, annual performance reviews and goal setting activities.
- Responsible for National Operations staff performance and engagement on an ongoing basis.

Key relationships

- Kaplan Business School leadership team.
- Kaplan International Pathways Australia leadership team.
- Kaplan International English, Director of Operations.
- Kaplan Australia shared service divisions, such as Legal and Compliance, IT, Finance, People & Culture

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

Essential

- Minimum 5 years' management experience.
- Relevant Tertiary qualifications.
- Demonstrated leadership and management skills at an operational level including effective management of people and resources.
- Experience within the Higher Education sector.
- Demonstrated customer service skills, including cross cultural sensitivity and strong interpersonal skills.
- Ability to build strong relations with internal and external stakeholders.
- Experience in developing business processes and leading business system initiatives.
- Excellent verbal and written communication skills
- Ability to travel to inter-state campuses in Melbourne, Adelaide & Brisbane, including some overnight trips.
- Ability to work under pressure and prioritise work effectively.
- Ability to lead and foster creative & initiative staff.

Desirable

- Experience in the international education sector, with working knowledge of the ESOS regulatory framework.

Employee Signature _____

Date _____

Manager Signature _____

Date _____