



# Position Description

Position Details			
<b>Business Entity</b>	Kaplan Business School	<b>Department</b>	Admissions & Enrolments
<b>Job Title</b>	Admissions Team Leader	<b>Location</b>	Sydney
<b>Reports To</b>	Admissions and Enrolments Manager	<b>Direct Reports</b>	Nil

Overall Purpose
<p>The KBS Admissions Team Leader is responsible for:</p> <ul style="list-style-type: none"><li>• Assisting the Admissions and Enrolments Manager in delivering efficient admissions processes</li><li>• Managing an admissions caseload and allocated team responsibilities, including relationship management with internal and external stakeholders</li><li>• Providing the accurate and timely processing of student applications and other documents relating to student enrolments</li><li>• Managing communication of information regarding course admissions to internal and external customers as well as providing administrative support to staff when requested</li><li>• Maintaining a high level of customer service and product knowledge to assist in potential conversion of student enquiries</li></ul>

Key Responsibilities
<p><b>Student Enrolments and Administration</b></p> <ul style="list-style-type: none"><li>• Managing the processing and turnaround times for allocated markets and of the team in consultation with the Admissions and Enrolments Manager</li><li>• Assisting the Admissions and Enrolments Manager to develop, implement and maintain high standards service for internal and external stakeholders</li><li>• Providing leadership to the team to achieve continuous improvement and establish collaborative team environment</li><li>• Assess and process student applications, CoE's and offer letters accurately and in a timely manner to maximise the conversion of enquiries into applications and enrolments</li><li>• In compliance with school policies and procedures, respond professionally, accurately and in a timely manner to enquiries regarding programs and admission requirements</li><li>• Process enrolment changes on both the student database and PRISMS as applicable.</li><li>• Complete all admissions documentation from enquiry to enrolment processing for International and domestic students for all Kaplan Business School</li><li>• Audit of paperwork to ensure compliance with company policies</li><li>• Process pre-commencement deferrals and inform relevant departments</li><li>• Review educational qualifications and refer to appropriate staff for review</li><li>• Ensure accurate and timely maintenance of the student database relating to recording enquiries, making offers, recording courses, payments and invoicing</li><li>• Maintain student files and filing systems</li></ul>



## **Sales and Marketing support**

- Maintain a high level of product knowledge relating to all aspects of student education and training
- Provide advice and information to applicants, agents, academic and general staff of the School, and external agencies, about programs, admissions requirements and procedures in compliance with School policies and procedures
- Be proactive with suggestions and ideas for the team
- Provide regular updates to the General Manager, Student Recruitment on outstanding issues in relation to visa applications, agents and unpaid fees
- Maintain familiarity with the company's advertising and that of its competitors
- Adherence to the service level agreed timescales for student applications

## **File Management and PRISMS**

- Maintain records on PRISMS
- Create electronic student files for student enrolments and ensure orderly record keeping
- Ensure that all hard copy documentation is filed in the appropriate folders

## **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**

- 1- 2 years of experience within the higher education sector
- Experience of working effectively in a high pressure, high volume environment
- Experience of effective staff and team workload management within a team and ability to work under minimal direct supervision
- Strong knowledge of student database processes
- Competency in use of Microsoft Office products
- Excellent written and verbal communication with proven ability to work with staff at all levels
- Attention to detail, accuracy and an ability to meet deadlines
- Strong interpersonal skills and an ability to foster a cooperative work environment
- Good problems solving skills including the ability to exercise judgement and initiate in conflict resolution
- Ability to adhere to and disseminate policies and procedures

### **Desirable**

- Experience in using Salesforce system
- Working with Children Check
- Knowledge of ESOS Act and National Code of Practice is highly regarded
- Previous knowledge of Australian and foreign qualifications framework
- Qualification in Administration, Business or Management Systems



# Position Description

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Manager Signature \_\_\_\_\_ Date \_\_\_\_\_