

Business Entity	Bradford College	Department	Student Services (BU516)
Job Title	Student Services Manager	Location	Adelaide
Reports To	Campus Director	Direct Reports	Student Services Staff (Approx. 6)

Position Purpose

Student Services

Responsible for managing and overseeing the Student Services team with their role of assisting students with all aspects of their welfare and studies at the College, including transition to the University.

- Provide leadership to the Student Services team to achieve optimum academic and welfare outcomes, in line with up to date best practice in the international education industry.
- Work collaboratively with the Campus Director to provide regular and accurate reporting of welfare and academic outcomes to internal and external stakeholders
- Oversee quality standards and ensure compliance with frameworks determined by external stakeholders, including the University of Adelaide, and the ESOS act regulatory framework.
- Work collaboratively with the student services staff to ensure a focus on customer service permeates all functions
- Lead and implement a culture which embraces contemporary business principles and approaches

Relationship Co-ordination

Responsible for co-ordination of tasks between student services area and other parts of the business.

- Ensure smooth integration of Student Services with different business departments, including Admissions, Sales and Marketing, Finance, Academic Program Managers, and Kaplan Australia, leading to better student experience and business outcomes.
- Oversee and undertake day to day dealings with University faculties and admissions related to Student Services and to student transition to University studies.
- Assist the Campus Director and Kaplan Australia executive staff with communications and negotiations with the University of Adelaide.
- Evaluate processes and activities to seek development and improvements in efficiency and effectiveness in line with strategic business goals.

Executive Support

Responsible for providing executive support to senior management in formal forums, including the Academic Board, with regards to organisation, documentation and minute taking.

Key Responsibilities

Management of Student Services team

Overseeing all aspects of the Student Services team, including:

- Assisting students with their undergraduate choices, career counselling and ensuring a smooth transition to the University.
- Undertaking post-admissions enrolment processes, in liaison with Admissions staff.
- Ensuring the overall welfare of GAE, FSP and DT students, including provision of Accommodation and Management of Under 18 students

- Monitoring the academic progress and attendance of students and referral of students to academic support when necessary
- Providing accurate and timely communication of information to students and external providers of service.

Liaison and coordination with staff

- Respond to relevant queries from senior management, marketing and academic staff as required
- Be the point of contact for the finance department regarding any financial processes undertaken relevant to Student Services and ensure communication regarding any changes are passed on to finance in an accurate and timely manner
- Liaise with appropriate Kaplan staff, including national operations, governance teams and finance
- Provide reports from the student database as required
- Liaise, coordinate and assist internal and external stakeholders professionally

Management of Student Services educational and career counselling

- Assist students with subject choices, course choices at College and University and general study advice
- Provide counselling and program management support to the GAE, FSP and DT programs as required, so that collaboration across programs is maximised
- Provide career advice to students by assisting students to decide on career options and associated degree choices

Student transition

- Liaise with the tertiary sector, relevant faculties and administrative units of the University of Adelaide with regard to the transition of FSP and DT students to the UoA
- Assist students with entry requirements and/or applications into alternate pathways e.g. other Bradford or Kaplan Business School programs
- In cooperation with relevant team members, oversee the coordination of student's end of program grades and provision of information regarding GAE, FSP and DT students to relevant admin staff to enable transcript production
- Oversee the provision to the University of Adelaide of details on FSP and DT students for entry requirements

Manage academic performance and academic outcomes

- Oversee the effective monitoring and management by the Student Services team of the academic performance and academic outcomes of Foundation Studies and Degree Transfer program students via email, face-to-face and in staff meetings
- Monitor student outcomes and be responsible for the successful learning outcomes for the College programs

Events

- Assist with key student events such as orientation, exams and graduation

Sales and Marketing

- Assist sales and marketing with publicity of College news and events, including student success stories and the creation of a regular newsletter
- Identify suitable students and appropriate content for the production of testimonials for marketing purposes, in collaboration with academic program managers

- Assist the Sales and Marketing team with key events such as familiarisation visits as appropriate.

Executive Support

- Provide executive support to senior management in formal forums, including the Academic Board, with regards to organisation, documentation and minute taking.

Customer service

- Maintain a high level of product knowledge relating to all aspects of student education and training so that accurate and timely information can be provided to prospective students
- Provide advice and information to applicants, agents, academic and general staff of the company, and external agencies, about programs, admissions requirements and procedures in compliance with company policies and procedures as required.

Contribution to a supportive, positive and safe workplace

- Comply 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
- Be a productive member of the Kaplan team by displaying the Company values through your day to day role
- Adhere to Company Policy and Procedure

Qualifications and Skills

Essential

- Demonstrated similar experience in a student services role
- Demonstrated understanding of the Australian Education system, especially the international education sector
- Ability to lead a team and evaluate and improve processes, including change management
- Advanced skills in the use of computerised information systems and IT literacy
- Excellent oral and written communication skills
- Excellent organisational, planning and interpersonal skills
- Attention to detail and efficient in multi-tasking
- Adaptable to the changing work environment and ability to quickly learn new systems
- Ability to work under pressure
- Results-orientated, ambitious and highly self-motivated
- Ability to work flexible hours, including overtime and weekends, if required
- Ability to plan, control, coordinate and manage activities with minimal supervision
- Up-to-date working knowledge of key legislation, policies and procedures relevant to international students, including ESOS, PRISMS, SVP and regulatory requirements

Desirable

- Knowledge of Financial accounting concepts
- Postgraduate qualifications in business, education or a related field
- Qualifications or equivalent experience in student counselling and welfare



Position Description

Employee Signature _____

Date _____

Manager Signature _____

Date _____