

Position Description – Government Relations and Recruitment Coordinator

About the School

ANZSOG is recognised globally as a leading provider of executive-level education, research and thought leadership for the public sector. ANZSOG was created by government for government, with the active collaboration of its member universities.

ANZSOG delivers:

- Postgraduate education incorporating the core disciplines that inform effective public administration.
- Executive education led by academics from the world's leading education providers and senior officials from among ANZSOG's ten member governments.
- Safe places for senior practitioners to discuss and draw practical learnings from theory, research and case studies, to inform policy debates and service delivery reform.
- Supportive environments for senior practitioners across Australia and New Zealand to learn from one another and build lasting professional networks, benefiting governments, communities and citizens.
- Research that addresses key contemporary issues in public administration, policy development and management where information is lacking.
- Capability building for not-for-profit organisations, which deliver services on behalf of government.

At the core of our ethos is a deep and genuine care for good public administration, reflecting the aspirations of and our close relationship to our government owners.

For further information: <https://www.anzsog.edu.au/>

Position Statement

The Government Relations and Recruitment Coordinator reports to the Deputy Director Education Programs. This role is responsible for the management of student recruitment and registration for all Foundation Programs, where able to support other ANZSOG offerings and to ensure one point of contact for governments for these programs. Internal and external stakeholders' relationship development and management is a critical skill and important function of the role.

The Government Relations and Recruitment Coordinator plays a major role in identifying, facilitating and sustaining strong working relations with government agencies and NFP organizations who would be suitable for nominating and sponsoring students to undertake any of the foundation programs or micro credentials offered by ANZSOG. The position plays a key role in communicating and engaging with agency L&D departments, and on occasions the managers of students/ participants, agency CEOs and Public Service Commissioners across Australia and New Zealand. An important focus of this liaison and communication is relationship development. In addition, functions of the role involve improving

and maintaining the integrity of ANZSOG's SMS (Salesforce) and data that relates current students, alumni and future applicants. A critical interorganizational aspect of this role is ensuring effective liaison and collaborative working relations with Marketing and Communications (M&C), so that ANZSOG presents a coordinated effort in nurturing relations with stakeholders and is effective in converting leads through marketing campaigns into enrolments in ANZSOG Programs. Moreover, this role is key to managing the recruitment and enrolment of students to Foundation Programs across ANZSOG.

Key Responsibilities

- Initiate activities and work collaboratively with the M&C team in the development and management of positive relationship with public sector agencies, member governments, university partners and suitable non-government organisations
- Work collaboratively with the M&C team to develop communication material and delivery industry information sessions/ workshops regarding Foundation programs, micro credentials and other relevant education programs offered by ANZSOG for dissemination to agencies, member governments and prospective students
- Liaise and collaborate with interested agencies (L&D units) and provide clarification and advice on the suitability, selection criteria and nomination processes for Foundation programs, micro credentials and other relevant education programs offered by ANZSOG
- Liaise with M&C and support market research to better understand the demand and appropriate pricing and positioning of ANZSOG foundation programs
- In collaboration with the Student Support Coordinator manage prospective student enquiry processes, identify areas for improvement and ensure timely responses to inquiries and the processing of enrolments. This includes providing oversight and management of the Foundation Programs' inbox; answering EOIs and other queries
- Provide management and oversight to ensure an efficient process and quality experience for student recruitment and registration/application processes for all programs within E & UR
- Manage and develop student recruitment and registration/application processes so that there is a level of consistency and efficiency across all education programs
- Undertake the compilation and internal dissemination of a weekly enrolment Dashboard for Foundation programs (containing application numbers and EOI trends)
- Manage and administer prospective student information within the student management system in line with appropriate policies and procedures (Rio, Salesforce)
- Work collaboratively with the Student Support Coordinator in liaison with university partners regarding prospective student enrolments for accredited programs, to ensure an efficient and streamlined enrolment process for students
- In collaboration with the Deputy Dean and Deputy Director Education, review Foundation program applications and issue acceptance letters to approved applicants
- In collaboration with the Student Support Coordinator, confirm student invoicing information and work with the Finance Department to ensure the timely payment of invoices to universities
- Liaise with the Alumni Engagement Coordinator to develop and manage relationships and engagement with past students to reengage them with ANZSOG foundation programs.
- Identify operational issues and provide feedback in order to revise and improve existing policies that underpin the operation and integrity of foundation programs
- Where appropriate engage with ANZSOG faculty to provide advice on student matters, interests

and experience regarding learning and teaching

- Identify and implement a structured approach to lead management, including a schedule for communications
- Provide timely and accurate responses to leads, maintaining ANZSOG's high standard of communications
- Manage the Programs Team inbox
- Utilise Salesforce for accurate data management
- Contribute to the development of Marketing and Communications strategies and planning, particularly by providing insights to help refine broader lead management strategy
- At the end of each recruitment period, collate recruitment data to provide insight into lead conversion trends for future recruitment

Key Selection Criteria

Essential

- Minimum tertiary qualification in education, business administration or similar, and 2-3 years relevant working experience, or equivalent education and experience
- Experience managing and delivering high quality processes and service contributing to a positive learner experience
- Strong stakeholder liaison and relationship experience, including dealing with government agencies and other stakeholders
- Experience in recruitment and enrolment processes in learning programs. Experience in the use of Rio and Salesforce will be considered an advantage.
- Well-developed organisational and time management skills including the capacity to manage and prioritize competing tasks under tight deadlines
- Strong communication skills (both written and verbal), together with the ability to negotiate outcomes and liaise effectively at all levels across the organisation, and with external stakeholders
- Ability to analyse data and write reports for executive audiences
- Well-developed problem-solving skills

Desirable

- Knowledge or work experience in adult education settings, working directly with executive learners
- Experience working in or with the public sector will be highly regarded.
- Experience working in a public-sector agency and understanding of government

Legal compliance

Ensure you are aware of and adhere to ANZSOG policies and procedures relevant to the duties undertaken, including:

- Equal Opportunity Policy: Discrimination, Harassment & Bullying
- OHS Manual
- Values and Behavior
- Environmental Policy Statement
- Academic Quality and Integrity

Equity and Diversity

We are building an inclusive workplace to help realise the potential of our employees, embrace our differences, and apply our diverse thinking to innovation and creating public value.

All jobs can be worked flexibly, and we encourage job applications from Aboriginal & Torres Strait Island people, and people with disabilities.