

POSITION TITLE	Student Services Coordinator (Band 1)
POSITION TERM	Ongoing
FUNCTION / DEPARTMENT	Operations
REPORTING MANAGER	Student Experience Lead
No. DIRECT REPORTS	0
LOCATION	Melbourne
APPROVED BY	Dean & CEO
APPROVAL DATE	19 November 2024

ABOUT ANZSOG

The Australia and New Zealand School of Government (ANZSOG) was established by governments and a group of universities to serve governments and public services in Australia and Aotearoa New Zealand. Its members are the national governments of Australia and Aotearoa New Zealand, all Australian States and Territories, and leading Australian and Aotearoa New Zealand universities.

The School delivers education programs, accredited and non-accredited (customised and open-to-market professional learning), research and a range of related services to build capability in and support effective ethical public governance, administration and public policy. It brings together academic and practitioner experts from across our member governments and around the world to cater to current government and public sector learning and development needs and anticipate and address future government and public sector challenges.

ABOUT THE POSITION

The Student Services Coordinator is a key position, reporting to the Student Services Advisor (Team Lead).

Key responsibilities include managing the end-to-end participant journey, from managing initial inquiries, conversion to enrolment and onboarding. The role also involves maintaining accurate student and other records and ensuring compliance with data protection policies.

This includes investing in relationships with participants and stakeholders, contributing to planning and strategic decision-making, and confidently representing ANZSOG to external partners.

KEY FUNCTIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

- **Sales Conversion & Enrolment Management**: contribute to efforts to optimise the sales conversion process from prospective student inquiries through to student enrolments. Ensure that prospective and current students are provided with up-to-date and relevant information to inform their educational choices.

- Student Support and Communication: serve as the primary point of contact for students, addressing inquiries, providing guidance, and resolving issues to ensure a positive student experience. Guide and support students through the enrolment process. Develop and disseminate clear and timely program-related communications.
- Alumni relations: support strategies to maintain and enhance relationships with alumni as required.
- Record Management and Compliance: Maintain accurate and up-to-date student records so ANZSOG has a complete picture of individual student journeys. Ensure compliance with data protection policies.
- Stakeholder Engagement and Collaboration: The Coordinator collaborates with internal and external stakeholders, including academic staff and external partners, to enhance the student journey and satisfaction. They build and maintain strong relationships with stakeholders to support the successful implementation of programs.
- Feedback and Improvement: Collecting and analysing participant feedback is essential for identifying areas for improvement and implementing changes to enhance the overall participant experience.

MANAGEMENT

This role does not have staff management responsibilities.

ABOUT YOU

The Student Services Coordinator will have a high level of drive, integrity, and accountability, and be eager to identify and respond to new and emerging strategic and operational issues. They will have well-developed verbal and written communication skills, be confident in negotiating with and influencing others, take initiative, and be capable of working with limited supervision, exercising sound judgement in supporting initiatives carried out by the Student Experience, Marketing and Alumni team.

QUALIFICATIONS / EXPERIENCE

- Bachelor's degree in Education, Social Sciences, or a related field is preferred.
- Experience in student services or a similar role within an educational institution.
- Membership in relevant professional bodies or organisations is desirable.

SKILLS / COMPETENCIES

- Ability to lead initiatives and programs that enhance the student experience.
- Strong skills in engaging with students, faculty, and staff to build positive relationships.
- Ability to think strategically and implement programs that align with ANZSOG's goals.
- Excellent teamwork and collaboration skills.
- Advanced communication skills, both written and verbal.

ANZSOG VALUES

ANZSOG is a values-based organisation which means that we understand that the ways in which we work make a big difference in what we achieve. Our values are Excellence, Collaboration, Integrity and Respect, and we aim to ensure that they infuse our behaviours and attitudes as members of the ANZSOG community.