

Position Title	Manager – Client Services
Portfolio	Stakeholder Engagement
Division	Client Services
Department/Cost Centre	Client Services - 05100
Classification	Specialist Staff 8.1
Position Number/s	101751
Reporting to	Executive Manager – Stakeholder Engagement
Supervises	Client Services Team

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Client Services Department is the first point of contact for customers seeking information, advice and assistance on a range of SWTAFE and student administration processes. Information and advice is provided to prospective, present and past students on all aspects of student-related administrative procedures, covering a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to graduation.

The Client Services Department seeks to provide a welcoming environment to prospective students, SWTAFE staff and the broader community and to provide services that are delivered efficiently, accurately and in a timely manner to promote and enhance the reputation of SWTAFE.

The team provides vital support and advice to students as they consider, prepare for and commence their educational journey with SWTAFE. The department is therefore a key element in SWTAFE's processes for student recruitment and progress across all campuses and delivery modes. In this regard the centre oversees:

- the enquiry, admissions and enrolment process including information provision, fee assessment and fee payment options;
- the provision and monitoring of customer service requirements including general reception, advice and information services and SWTAFE administrative services; and

- the provision of a range of client focussed information and advisory services including enrolment, course information, student debt and account management, education pathways advice, customer enquiry data base management, and management of the SWTAFEs VET FEE Help requirements.

Position Overview (Your Opportunity)

The Manager communicates with staff at all levels of the organisation and, in particular, with the Education Managers, the Office of the SWTAFE Registrar, the Manager – Financial Services and the Manager – Digital Innovation to ensure a coordinated, effective and efficient approach to the management of student enrolment, customer service and student engagement services.

The position provides strategic and high level professional advice, as well as ongoing support to managers and staff on matters relating to the management of student enrolments and student engagement services across SWTAFE and ensures new strategies, policies and processes are successfully implemented. The work of the position may also involve the conduct of relevant presentations to both internal and external clients and forums as well as supporting appropriate training in matters relevant to the provision of enrolment processes and customer service. Accordingly, and through reporting positions, the Manager is accessible to all staff regarding student enrolment and customer service and administration issues.

A strong commitment to meeting the training and educational needs of a diverse range of clients is required and the ability to negotiate, consult and liaise with relevant industry and business professionals is considered vital to the role.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Develop, implement and manage strategic and operational objectives and provide leadership and managerial accountability to achieve significant synergies in the provision of high quality, efficient and effective Customer Services.
- Effectively manage resource allocation and achievement of service standards within budget and provide ongoing guidance for effective performance management and professional development of staff.
- Develop and maintain an overall business plan for the centre and work collaboratively with the SWTAFE Executive team to set and achieve Key Performance Indicators (KPI's) for each of the functional teams.
- Manage the integrity and security of the SWTAFE student enrolment system to ensure that compliance and reporting obligations are met.
- Manage the Student Management Officer team including processes for management of course setup and availability management in Student Management system
- Manage the student enrolment process including course fee information, fee payment options, fee concessions/fee waivers/fee exemptions, VET Student Loans reports and acquittals
- Manage SWTAFE compliance with access and equity issues relevant to students and visitors to SWTAFE through the provision of appropriate and accessible information, support and advisory services
- Effectively manage the human resource management and supervision of staff to lead, motivate and monitor staff, including the conduct of performance management reviews, and professional development, to ensure optimum performance within a team environment
- Liaise extensively with SWTAFE Management Group to ensure the department is providing appropriate, effective and timely services and strategies and protocols are understood, implemented and maintained
- Proactively lead and implement OH&S policy, procedures and processes throughout SWTAFE and team ensuring accountability, performance, knowledge and responsibilities are upheld
- Research, develop and implement guidelines and procedures relevant to divisional operations and maintain quality assurance processes to ensure compliance with relevant legislation, policy and procedure and the SWTAFE Code of Conduct

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Actively participate in the organisations Achievement Development Programme (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- A vision for the ongoing development of the Client Services Department including a thorough understanding of the principles associated with effective student enrolment, attraction and engagement as well as excellent customer service.
- A proactive approach, and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules. Flexibility with working arrangements is essential.
- Financial and physical resource management and budgeting skills and demonstrated ability to develop and implement relevant operational, strategic and customer/client relationship plans.
- The ability to work under pressure whilst continuing to exercise high level judgement and sound business, educational and operational decisions.
- Contribute to organisation-wide planning and policy development, and prepare reports, statistics and other relevant information
- Understanding of the concept of "team" with strong leadership, team building and staff management skills including coaching, mentoring and performance improvement and the ability to negotiate operational issues with staff

Qualifications and Requirements

Mandatory requirements

- Relevant Degree and post graduate qualification and experience, or extensive management and leadership experience
- Management and leadership experience in a customer service/client relationship environment, preferably with a project management focus.
- Employee Victorian Working with Children and satisfactory Police Check

Highly desirable requirements

- Substantial experience using Microsoft Office products and relevant industry software and programs
- Membership of a relevant professional association.
- Knowledge of, and experience in, an educational environment including knowledge of the Victorian TAFE system and the national Vocational Education and Training sector.

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Geraldine Lewis	21/06/2019

Approved by	Department Executive Manager	Geraldine Lewis	21/06/2019
P&C review	People and Culture	Lynden Brown	03/07/2019
Agreed by	Incumbent		