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| **POSITION TITLE** | **Program Coordinator** |
| **FUNCTION** | Program Services |
| **LOCATION** | Carlton |
| **REPORTING MANAGER** |  Manager, Program Services  |
| **No OF DIRECT REPORTS** |  |

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| **Prepared By:** |  | **Date Prepared:** | June 2019 |
| **Approved By:** | Laura Bell | **Date Approved:** | June 2019 |

**POSITION PURPOSE**

This position is situated in a team which is the primary interface between Melbourne Business School and its students/participants (clients). Working collaboratively with relevant Program Managers, key stakeholders and other team members, the position is responsible for providing professional, high-quality and appropriate administrative support and advice to clients, so that their customer experience is seamless.

This role requires flexibility in work patterns so that clients receive timely support when commencing and completing programs, and to support co-curricular activities. This may also include travel as required to meet program requirements. The team is required to cover the span of hours between 7:00 am and 18:00 on weekdays, with occasional weekend and evening work also required.

**KEY RESPONSIBILITIES:**

**Client Support**

Provide timely, accurate and helpful logistical, administrative and program coordination support to clients at all stages of their participation in programs.

Support on-boarding processes for clients (relative to their program), as directed. This may include:

Production, collation and provision of materials required by clients prior to commencement

Enrolment support

System access and support (Canvas)

For programs leading to accreditation: support all administrative aspects of students’ academic progress including course planning, provision of course materials, program logistics, enrolment, assessment, and extracurricular events, in compliance with MBS and University of Melbourne policies.

Makes recommendations about continuous improvement in service delivery to enhance the client experience and programming.

Identify business processes that could be made consistent across the school, to ensure a seamless client experience.

* Develops and maintain relationships with clients and key stakeholders and where required, attend and contribute to key project meetings.
* Ensures that all communications with clients are professional and consistent with MBS protocols.

# Projects

* Participate in project planning and provide support for co-curricular activities that occur from time to time (including significant school events, Graduation and Valedictory Dinner, case competitions, alumni events, etc).
* Collaborate with project teams where appropriate to ensure that project plans are comprehensive in respect of activity coordination, administrative requirements and time-lines.
* Advise project teams of any potential risks/issues that would lead to poor outcomes.

# Administration

* Raise purchase orders and process invoices relating to programs, within budget and timelines.
* Monitor expenses relating to programs line with budgets, raising issues in a timely way.

# Leadership

* Work seamlessly as a team member both within the team and across teams.
* Actively takes responsibility for own development.
* Actively complies with the principles and policies of Occupational Health and Safety at MBS and contributes to ensuring the health, safety and wellbeing of staff and third parties (clients, consultants and participants etc).
* Acts as an ambassador for MBS.

# SELECTION CRITERIA

**Qualifications, Skills and Competencies**

Degree level qualifications or equivalent.

* Excellent written and verbal communication skills.

A strong customer focus and commitment to quality service, with an enthusiasm for working pro-actively in an academic environment.

* Attention to detail and high degrees of accuracy.
* Competent skills and capability in Microsoft suite of programs, and other enterprise systems (CRM, student management, learning management, financial systems).
* Experience in working to and delivering against project deadlines.
* The role requires the incumbent to be adaptable and work flexibly.
* Degree level qualifications in Business, Communications or a related discipline would be advantageous but not mandatory.