APPLICANT INFORMATION PACKAGE

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UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Account Manager position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

CONTENTS

1. Snapshot of employee benefits
2. Position Description
3. Business Solutions organisational chart
4. Privacy statement

SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements.

Generous leave entitlements

50 days sick leave with conditions 

Family & community services leave 

Study support leave 

Concessional days 

Rostered Day Off (RDO) system: accumulate 1 day off every 4 weeks

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term (17% after 12 months' service)	**9.5%**
Casual employees	**9.5%**		

Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Account Manager (12 month, fixed-term position)	$106,353.57 - $115,871.54

Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- fresh fruit deliveries
- annual health checks and flu vaccinations
- periodic massages
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Account Manager
HEW LEVEL:	Grade 7
DEPARTMENT/UNIT:	Business Solutions
SUPERVISOR/MANAGER:	Client Relations Manager
WRITTEN BY:	James Kevin, General Manager - Business Solutions
DATE WRITTEN:	January 2020
INCUMBENT:	New Position
APPROVALS:	General Manager - Business Solutions

1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – is at an exciting stage in its history. Established in 1995 and owned by universities in NSW and the ACT, UAC is now the largest tertiary admission centre in Australia and a leader in technology platforms and innovative solutions for the higher education sector.

UAC's mission is to provide equity of access to higher education, central to which is a strong belief in the value of education and lifelong learning. UAC is not-for-profit and driven by a strong culture of service - to students and schools, higher education institutions and the wider community.

As a leader in technology platforms and innovative solutions for the higher education sector, UAC's role is constantly evolving as it takes on new business and realigns itself strategically to meet future demands from its stakeholders. UAC is currently expanding from its historic role as a generic service provider to developing and operating bespoke services that meet individual institutions specific needs.

UAC's commitment to new product development and a focus on interstate markets, has in recent years, led to significant double-digit growth and expansion of market share and capability.

The Business Solutions Department consists of two Units, Client Relations and Business Development, which work closely together. The Business Solutions Department is one of six departments at UAC. The others are Marketing and Engagement, Information Technology, Operations, People & Finance and Business Analytics.

For information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The Account Manager has a significant role in developing and maintaining successful long-term relationships with new and existing clients of UAC.

The position contributes to the ongoing maintenance and expansion of existing services, as well as the development, implementation and commercialisation of new business opportunities for UAC. This includes initiating and contributing to product development in response to customers' needs, along with providing business intelligence and sales support to the Business Development Unit.

The Account Manager also has a key liaison role and works with UAC staff, institutional staff and staff from government bodies and other organisations, as required.

3. REPORTING AND OTHER RELATIONSHIPS

The Account Manager reports to the Client Relations Manager, Business Solutions. The position has no direct reports.

The Account Manager is required to develop strong and effective working relationships and partnerships with both internal and external stakeholders, particularly with staff from participating institutions and with project team members. Networking is a key function of the role.

Within UAC, the Account Manager operates within a flexible and collaborative team-based environment with team members sourced from various units across the organisation. The position works particularly closely with staff from the Operations Department and the Information Technology Department.

4. DIMENSIONS

UAC currently provides a wide range of admissions-based services to more than 30 clients, including 13 member institutions. Participating institutions are predominantly based within NSW and ACT, but a number are located interstate.

The prime orientation is undergraduate admissions with complementary services also provided for postgraduate and international markets. Currently over 145,000 applications are received annually with 120,000 plus offers of admissions being generated.

UAC also develops bespoke services which meet individual institutions specific needs, including a white-labelled online application portal. Currently, over 55,000 direct applications are processed annually via the bespoke portal model and this source of business is expected to continue to grow in the coming years.

In addition, UAC has also launched several new strategic initiatives in the past 12 months, including inbound international admissions (Agent Access), targeted digital marketing (Reach) and a national credit management program (Advance).

5. MAJOR TASKS

1. Support the General Manager, Business Solutions and the Client Services Manager by:
    - actively developing and managing customer relationships and monitoring the provision of current and new services,
    - overseeing the co-ordination of internal development projects (Business Solutions sponsor)
    - working with the Business Development Unit to onboard and integrate new clients
    - overseeing the delivery of new or expanded services as the principal point-of-contact for clients, ensuring that client needs and objectives are met, and
    - liaising with institutional and UAC staff to monitor progress and solve problems.
2. Build strategic relationships with staff from participating institutions to assist with the identification of opportunities for the expansion of existing services and/or the creation of new services.
3. Research, monitor, and report on business intelligence in the higher education environment and identify issues which have the potential to impact business processes and/or create new business opportunities for UAC.
4. Assist with the preparation of sales collateral, new business proposals and presentations for external and internal stakeholders (including UAC's Executive Group and/or the Business Development Committee of the UAC Board).
5. Lead/participate in presentations to clients at the senior level and contribute to the negotiation of new contracts.
6. Contribute to the establishment and maintenance of key account plans to ensure early identification of customer needs.
7. Participate in relevant committees and other working groups, and contribute to operational, business and strategic planning processes as required.

6. PRINCIPAL ACCOUNTABILITIES

The Account Manager is accountable for:

1. The professional nature, timeliness, and quality of tasks undertaken.
2. The effective sponsorship of projects associated with the development and delivery of new products and services to institutional stakeholders (in support of the Business Development Manager and Client Relations Manager).
3. Developing and maintaining strong professional and effective working relationships with UAC staff and the staff of participating institutions.
4. Displaying business acumen and insight when contributing to the analysis of business opportunities (for existing and new business development).
5. Focussing on customer-centricity in all dealings and delivering customer-satisfaction, both externally and internally.
6. Maintaining confidentiality on all UAC and stakeholder information as appropriate.

7. CHALLENGES AND CONSTRAINTS

The challenge for the Account Manager, is to proactively support the Client Relations Manager, in successfully delivering new business opportunities for UAC, as well as building long-term partnerships with existing clients and promoting UAC's services to those existing clients.

This challenge involves nurturing wider and deeper working relationships with institutional stakeholders and the Account Manager has a significant role in developing and maintaining these relationships.

By developing close working relationships with institutional staff, the Account Manager will be able to stay abreast of current issues and trends, to build on UAC's reputation as a trusted provider of services, and to leverage relationships to help the Business Solutions department to convert business development activities into actual sales and revenue growth.

8. EDUCATION AND EXPERIENCE

A relevant degree with at least 4 years relevant experience or an equivalent combination of relevant experience and/or education/training**.**

9. SELECTION CRITERIA

Essential skills and experience

1. A relevant degree with at least 4 years relevant experience or an equivalent combination of relevant experience and/or education/training.

2. Experience in delivering client-focused solutions based on customer needs.

3. Proven business acumen and the ability to identify new business opportunities and develop strategies to capitalise on these opportunities.

4. Demonstrated ability to communicate, present and influence credibly and effectively at all levels of the organisation, including executive and C-level.

5. Excellent interpersonal skills including the ability to establish and maintain effective relationships/partnerships with internal colleagues and external stakeholders.

6. Demonstrated ability to coordinate the participation of others in projects and other similar working groups.

7. Ability to forecast and track key account metrics.

8. Experience in undertaking research, including data extraction and analysis.

9. Excellent written communication skills, including demonstrated conceptual, analytical and report writing skills related to commercialisation of products or services, or similar.

10. The ability and willingness to undertake some travel to meet the requirements of the position and the holding of a current Australian Drivers Licence.

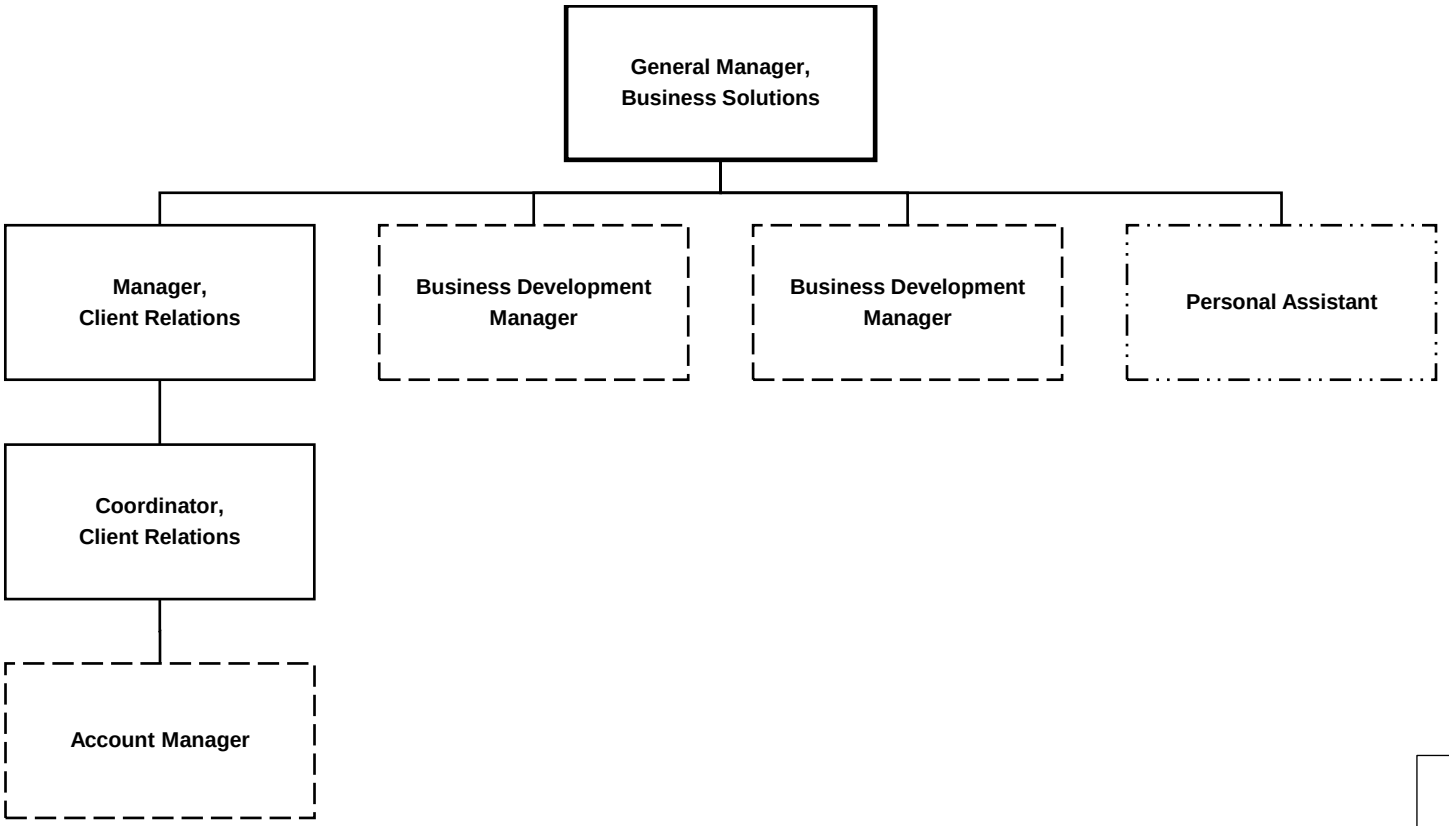
11. Understanding of and commitment to the principles of anti-discrimination, anti-bullying and equal employment opportunity legislation, and the principles of work health and safety legislation and the application of these principles in the workplace.

Desirable skills and experience

1. An understanding of the Tertiary Education Sector.

UAC

Business Solutions Organisational Chart 2019/20



KEY:

Permanent Staff 3
Fixed Term Appointment 3
Casual Staff 1

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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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