APPLICANT INFORMATION PACKAGE

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Sydney Olympic Park NSW 2127
Locked Bag 112, Silverwater NSW 2128
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from mobiles: (02) 9752 0200
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ACN 070 055 935 | ABN 19 070 055 935

Thank you for your interest in applying for the Client Relations 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.

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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
Client Relations Manager (Full-time continuing appointment)	$147,403 pa – $155,526 pa

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:	Manager, Client Relations
HEW LEVEL:	Level 9
DEPARTMENT/UNIT:	Business Solutions Department
SUPERVISOR/ MANAGER:	General Manager Business Solutions, James Kevin
WRITTEN BY:	General Manager Business Solutions, James Kevin
DATE WRITTEN:	2017, revised December 2020
INCUMBENT:	
APPROVALS:	Managing Director David Christie

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.

The Business Solutions Department consists of two Units, Client Relations and Business Development. 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 further information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The Manager, Client Relations has responsibility for managing the client relations function at UAC and for overseeing the implementation and management of new business projects. The position also supports the General Manager, Business Solutions in the identification and commercialisation of new business opportunities and the expansion of UAC's current client base.

The Manager, Client Relations establishes and nurtures long-term relationships with participating institutions and other clients on UAC's behalf. The position ensures clients are satisfied with UAC's services, tracks interactions, and translates information acquired into business solutions that anticipate and meet client needs.

The Manager adopts a strategic approach to the role and utilises client contact to stay abreast of relevant issues and trends in the Higher Education Sector. The position leverages existing relationships in order to grow products and services, to safeguard existing revenue and generate new income for the future.

In relation to the identification of new clients and new markets, the Manager, Client Relations supports the General Manager, Business Solutions and the Business Development Unit, in the research, collection, and analysis of marketing data. The position also contributes to the development, implementation and commercialisation of new business opportunities for UAC.

Managing the implementation of business development projects includes establishing relevant project teams, supporting business development staff and other team members as required, and monitoring progress towards outcomes that meet client requirements.

3. REPORTING AND OTHER RELATIONSHIPS

The Manager, Client Relations reports to the General Manager, Business Solutions and supports the General Manager in ensuring that the Business Solutions Department meets its strategic and operational responsibilities.

One position, the Client Relations Coordinator, reports directly to the Manager, Client Relations. The Manager also oversees the work of, and mentors other positions as required, particularly in relation to projects for new products and services.

The nature of the role requires the Manager, Client Relations to communicate and collaborate with a wide range of UAC staff and external stakeholders in a variety of situations, often at the senior level. This occurs through day-to-day communications, involvement in projects and working parties, as well as presentations to clients.

Within UAC, this position 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.

Externally, the Manager liaises with staff from higher education institutions and other organisations, including government bodies and private companies. The role requires the Manager, Client Relations to have highly effective communication skills and be able to influence and maintain relationships with key stakeholders.

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 185,000 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 90,000 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 recent years, including inbound international admissions (Agent Access), targeted digital marketing (Reach) and a national credit management program (Advance).

5. MAJOR TASKS

1. Manage the Client Relations Unit so that it functions effectively and reaches strategic and operational goals as agreed with the General Manager, Business Solutions. This includes providing effective and motivational leadership to staff of the Client Relations Unit, by fostering a commitment to the team's role, ensuring staff have access to training and development, and mentoring and supporting staff on an ongoing basis.

2. Develop and implement a combination of policies, processes and strategies to ensure UAC's services meet client requirements, and that long-term relationships with clients are established and maintained.
3. Actively develop and manage ongoing client relationships by monitoring the provision of current and new services to ensure client needs are being met and that problems are addressed in an effective and timely manner.
4. Provide the General Manager, Business Solutions and other senior staff with high-level professional advice on UAC's relationships with its clients and on technical issues associated with the delivery of UAC's products and services.
5. Support the General Manager, Business Solutions and the Business Development Unit, in the identification of new business opportunities and new markets for UAC's services, and the potential of these services to create long-term value for UAC.
6. Lead/participate in presentations to clients at the senior level and contribute to the negotiation of new contracts.
7. Provide advice to clients to resolve issues that arise, and to identify new business solutions that meet changing client requirements and build value for UAC.
8. Manage the successful implementation of business development projects. This includes managing handover from the Business Development Unit (for new clients), establishing project teams and timeframes for completion, monitoring progress, managing risks, and liaising with stakeholders to ensure requirements are met and tested successfully.
9. Contribute to the overall strategic direction of the department. This includes participating in relevant committees and other working groups, and contributing to operational, business and strategic planning processes as required.
10. Stay abreast of issues and trends in the Higher Education Sector at the national and international level.

6. PRINCIPAL ACCOUNTABILITIES

The Manager, Client Relations, is accountable for:

1. Focussing on customer-centricity in all dealings and delivering customer-satisfaction, both externally and internally.
2. The effective sponsorship of projects associated with the development and delivery of new products and services to institutional stakeholders.
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. The professional nature, timeliness, and quality of tasks undertaken.
6. Maintaining confidentiality on all UAC and stakeholder information as appropriate.

7. CHALLENGES AND CONSTRAINTS

The challenge for the Manager, Client Relations, is to proactively support the General Manager, Business Solutions, 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, while also engaging and collaborating with internal teams at UAC to implement projects and to deliver ongoing customer satisfaction.

By developing close relationships with clients, the 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 convert business development activities into sales and revenue growth.

8. EDUCATION AND EXPERIENCE

A relevant degree with at least 8 years relevant experience or an equivalent combination of relevant experience and/or education/training**.**

9. SELECTION CRITERIA

ESSENTIAL

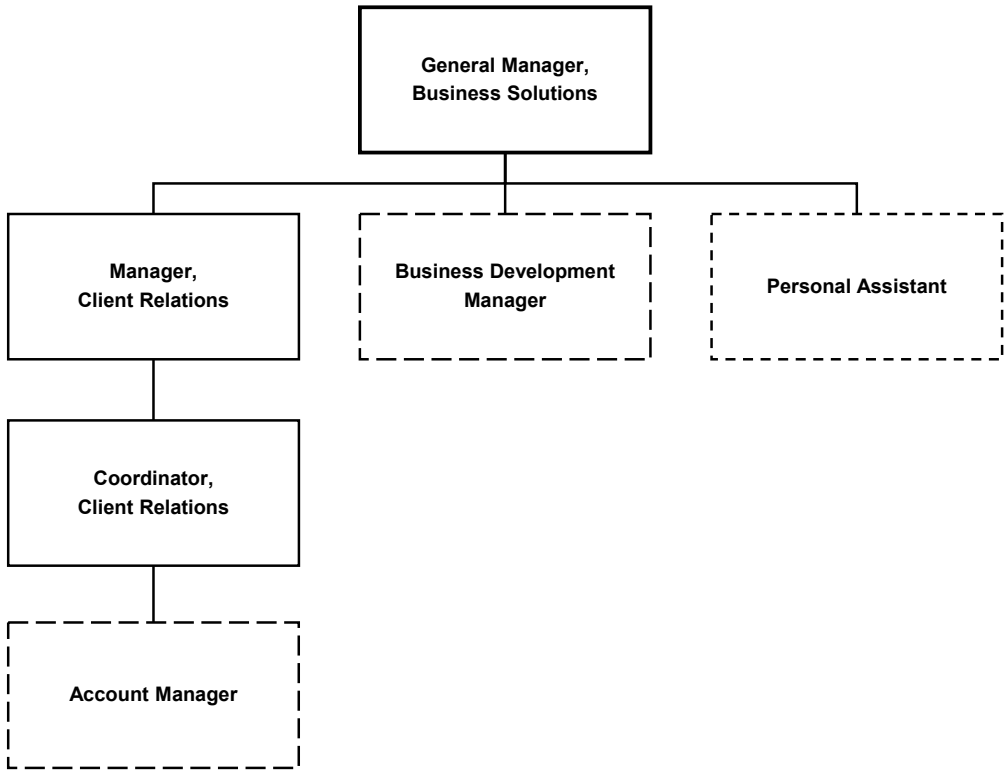
1. A relevant degree with at least 8 years relevant experience or an equivalent combination of relevant experience and/or education/training.
2. A solutions-focused approach to sales and account management, matched with an ability to curate bespoke business solutions.
3. Highly developed interpersonal skills, including the ability to communicate across diverse audiences and influence key decision makers, along with the requisite gravitas to deal with executive-level stakeholders.
4. Strong technical understanding and an ability to translate technical requirements and specifications into easily understood business concepts, including the ability to write complex reports and proposals.
5. Excellent presentation skills, including the ability to represent and promote organisational interests in a range of stakeholder and other forums.
6. Proven experience in negotiating business solutions for stakeholders in a university environment or equivalent.
7. Excellent organisational/time management skills with a demonstrated track record of successfully managing large complex and concurrent projects.
8. Excellent analytical skills, including the ability to be innovative when planning new initiatives.
9. The ability and willingness to undertake some travel to meet the requirements of the position and the holding of a current Australian Drivers Licence.
10. 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

1. Postgraduate qualifications in a relevant discipline.
2. Experience and demonstrated knowledge of the Australian Tertiary education industry and an in-depth technical knowledge of tertiary education admissions processes and practices, information technology architecture and systems from a business/higher education sector perspective.

UAC

Business Solutions Organisational Chart 2020/21



KEY:

Permanent

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Fixed Term

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UNIVERSITIES ADMISSIONS CENTRE.

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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