

WE'RE HIRING.

Campus Manager, maternity cover **Opportunity in Brisbane**

About the role

As the Campus Manager for our Brisbane campus, you will be responsible for the delivery and improvement of the student experience in the campus located at 243 Edward Street. The primary responsibility is to ensure the Student Services Team executes on the ALG student engagement priorities. In this role you will report into the Director of Student Operations based in Sydney.

Key responsibilities include the delivery of exceptional customer service for current students, administration within the campus, liaising with prospective students and day to day facilities management.

As the Campus Manager you will manage a small team of staff (currently one) to ensure the agreed service standards are delivered for their campus.

Key Responsibilities:

- Implementation and delivery the ALG student engagement plan which covers the full student lifecycle (from orientation to graduation)
- Support team members to understand and deliver excellent customer service
- Use feedback from students and staff to inform our process of continuous improvement
- Use data to inform decision making around key activities
- Lead and execute on key processes in the student lifecycle (timetabling, orientation, graduation)
- Engage with other campus managers to achieve best practice and leverage the scale of our national campus network
- Provide regular management reporting of results
- Support the ALG sales and marketing initiatives for your campus

Qualifications & Experience:

- 3+ years in a similar team management role (education experience preferred)
- Demonstrate ability to independently plan, run and monitor a small team of staff and business unit of an organisation.
- Staff management & leadership skills
- Strategic and business thinking ability
- Initiative
- Strong verbal and written communication skills
- Organisational and time management skills
- Strong interpersonal skills and work well in team
- Ability to use information available to make sound decisions
- Able to work under pressure and remain calm in stressful situations
- Ability to maximize the results with resources available.

Diversity & Inclusion

ALG is an inclusive employer. We celebrate our diversity and strive to reflect contemporary Australian society in order to better serve our students. We welcome and encourage applications from Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, people with disabilities, sexually and gender diverse people, people with lived experience of adversity and from people of all ages.

Be a part of our Team

As Australian Learning Group continues to expand, there are opportunities to progress your career. When you join our team you join the ALG family. We are a dynamic and growing organisation and offer our employees opportunities to enrol in our qualifications for free, weekly massages, access to our employee benefits portal and the opportunity to be paid flexibly.

About Australian Learning Group

Australian Learning Group is owned by UCW and operates a number of colleges, including Australian College of Sport and Fitness, 4Life College and Australian College of Dance



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