



ROLE DESCRIPTION

ROLE TITLE:	Manager: Student Enrolments
EE REQUIREMENT:	No
SALARY RANGE	TBD
DEPARTMENT:	Student Enrolments
LOCATION:	Office – Remote (Where Applicable)
WORK ARRANGEMENT:	Office – Remote (Where Applicable)
REPORTING TO:	Chief Enrolments Officer
NO. OF SUBORDINATES:	65
TRAVEL	When required
OWN TRANSPORT REQUIRED	No

STRATEGIC ACCOUNTABILITY OF THE POSITION

- The Enrolments Manager is responsible for driving enrolment excellence through performance analysis, strategy development, and team optimization. This role involves monitoring sales metrics, implementing improvement initiatives, and providing support and guidance to consultants to achieve and exceed enrolment targets.

FUNCTIONAL ACCOUNTABILITY AND COMPETENCIES REQUIRED

Functional Accountability

- Monitor and analyse enrolment performance metrics, including enrolment targets, conversion rates, and pipeline health.
- Analyse data Identify trends, opportunities, and areas for improvement in performance.
- Collaborate with leadership to align enrolment strategies with organizational objectives.
- Identify best practices and innovative approaches to improve enrolment processes and outcomes.

- Oversee the implementation and utilisation of tools and CRM systems to optimize enrolment processes.
- Ensure enrolments team are effectively using tools and systems to track and manage their activities.
- Set clear performance goals and targets in collaboration with leadership.
- Develop and manage performance tracking systems to monitor progress against targets.
- Provide ongoing coaching and support to enrolment team members to enhance their performance.
- Conduct regular performance reviews and provide feedback to your team members to achieve their targets.
- Prepare and present performance reports to senior management, providing actionable insights and recommendations.
- Implement corrective actions and performance improvement plans as needed. Evaluate and refine enrolment processes to enhance efficiency and effectiveness.
- Stay informed about industry trends, market conditions, and competitive landscape.
- Use market insights to adjust enrolment strategies and tactics accordingly.
- Provide recommendations on product positioning and market opportunities.
- Implement best practices and continuous improvement initiatives to optimize enrolment operations.
- Conduct regular reviews of sales processes and make recommendations for enhancements.

Competencies Required

- High level of professionalism and attention to detail.
- Ability to work under pressure and meet deadlines.
- Excellent analytical skills with the ability to interpret complex data and trends.
- Strong leadership and team management abilities.
- Strong problem-solving skills and attention to detail.
- Ability to motivate and inspire sales teams to achieve high performance.

ESSENTIAL WORK EXPERIENCE

- 10 years in Contact Centre Sales Management
- Proven track record in a high pressure and diverse target driven sales environment.
- Track record of management experience and capability to manage, motivate teams and lead them in achieving objectives.
- Strong understanding of sales strategies, metrics, and performance management.

COMPUTER AND DIGITAL LITERACY SKILLS REQUIRED

- Proficiency in Microsoft Office Suites
- Proficiency in CRM software
- PowerBI