



## Course Advisor

Opportunity in Brisbane

### The Role:

The Course Advisor is responsible for advising and supporting new students in completing their enrolment with Ikon. This is achieved by identifying the needs and aspirations of prospective students, and providing them with relevant and timely information on Ikon's course offering.

Communication with prospective students will be via phone, online (LiveChat), email and face-to-face meetings. As a Course Advisor, you will identify relevant barriers to enrolment and then work with prospective students to help them overcome them.

### Key Responsibilities:

Your key responsibilities within the role include:

- Nurturing student leads within defined processes including logging new student enquires into the CRM and planning follow-up calls
- Contacting and responding to prospective student leads via phone, LiveChat, email and in-person to provide relevant and timely course information
- Providing information and advice to students on processes and policies relating to enrolment
- From time to time, presenting to groups of potential students at open days
- Monitoring student satisfaction in relation to the enrolment process and reporting promptly on student related issues
- Sharing feedback from students internally to support continuous improvement
- Ensure that a professional approach is maintained at all times and reflects Ikon's ethos

### Personal Attributes, Qualifications and Experience:

- Willingness to adapt to change
- Sales experience in the education sector with demonstrated success in achieving KPIs and targets
- Proven ability to nurture leads from first contact to conversion
- Ability to prioritise work, meet deadlines and work well under pressure
- Emphasis on teamwork and collaboration
- Positive, can do attitude
- Have a desire and interest in personal development and professional growth

- Experience working in higher education and the international student market (desired but not essential)
- Experience with Salesforce or similar CRM software
- A degree level qualification (desired but not essential)

## **Diversity & Inclusion**

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 Disability, Sexually and Gender Diverse people, people with lived experience of adversity and from people of all ages.

## **About Ikon Institute of Australia (Ikon)**

Ikon Institute of Australia is an exciting and unique private higher education provider (PRV14055) that delivers qualifications throughout Australia to both domestic and international students. Its courses include Bachelor Degrees in Counselling and Psychotherapy, Arts Therapy and Early Childhood Education. Additional programs are currently being developed.

Ikon is part of the ASX-listed UCW Limited Group.

## **About UCW Limited (UCW)**

UCW is an ASX-listed entity that owns and operates a portfolio of tertiary education businesses, with a current focus on Health and Community Services related fields of study in both the international and domestic student market. Education is delivered nationally across 12 campuses.

## **Please note:**

- Only shortlisted candidates will be notified of the outcome of their applications.
- We are only able to consider applicants with the right to live and work in Australia.
- Please apply by your resume and a covering letter demonstrating your achievements in a similar role to [bonnie.ballete@alg.edu.au](mailto:bonnie.ballete@alg.edu.au).