

Outcome of the role – Student Support Manager

70% of your role is to ensure that our customers (students) have an excellent experience with our company, which ultimately helps them achieve their dream of becoming a doctor.

This is super important to PassGAMSAT as it's why we are here: To create doctors.

30% of your role will be varied and always changing. The main outcome is to contribute to growing the business by supporting Tom and Mare (The Directors) in a variety new projects..

It is extremely important to us to provide certainty and clarity about how you can be successful in this role and how your success will be measured.

PassGAMSAT – 70%

The best way to ensure that students get the results, is to make sure they are doing the work. We do this by:

- Ensuring our students get the support they require from tutors (arranging calls with the tutoring team; Managing the tutoring team)
 - KPI: Student & tutoring calls scheduled within 48 hours of receiving request
 - KPI: Contact with each of the tutoring team minimum once a week (phone or email)
- Having essays marked and returned in a timely manner (you don't do the marking, you just arrange for the team of markers and coordinate it all)
 - KPI: All essays are returned to students within 72 hours
 - KPI: Minimum of 4 essay markers in the team at any given time. Suitable replacement start in business within 2 weeks of previous person leaving
 - KPI: All essay markers are communicated to every Tuesday and Friday
- Answering all queries and concerns
 - KPI: All emails responded to within 24 hours
 - KPI: All phone messages checked and responded to daily
- Being the students "Accountability Partner"
 - KPI: Manage the 'post-it Mondays' & 'Follow up Fridays' in the private facebook group. All post-it notes to have a minimum of 1 comments on Friday (preferable to have a comment when they originally post at the beginning of the week as well)
 - KPI: 1 motivational or inspirational post per week in the members-only bootcamp page (mid-week)
 - KPI: 6 x catch up calls with students per day
- Ensuring that members only content is up to date
 - KPI: updating the website within 24 hours of request
- Onboarding process
 - KPI: Complete all welcome calls and onboarding process when scheduled by the sales team, on time to the highest possible standard
 - KPI: Ensure all payment plans are in place within 48 hours of starting our program
 - KPI: All preparation plans are completed and returned to students within 48 hours of being received
 - KPI: 10 day follow up phone call completed with all students to check progress
- Ensuring all PG database systems are being updated consistently
 - KPI: All student CRM (ontraport) notes are up to date by Friday of each week including new student agreements & notes

- KPI: All invoices and receipts are updated in Xero (accounting software) and google drive by Friday of each week

Projects – 30%

Supporting The Directors in project work will always be varied and the outcomes decided upon on a project to project basis, however the most likely outcomes are:

- Ensuring research topic areas are provided succinctly within the time and information parameters requested
- Ensuring the organisation of events, travel and diaries are managed on time with accuracy
- Administering the technical and behind the scenes work of new ideas – This means, helping to transform ideas into actual things by handling them. You'll recognise where processes will enhance efficiency and client experience and then create, implement and adhere to them
- Organising and keeping track of projects as we often have many things on the go (For example, we currently have: rolling out a new learning management system, public speaking engagements, a new online magazine, a media website for doctors and 2 personal blogs)
- As a result of the projects, there may be new day-to-day activities which come out of them.

Organisational fit

To fit in with PassGAMSAT, it is expected that you are people focussed and willing to go above and beyond so that the students are supported in achieving their dreams.

This includes:

- Being interested by asking lots of questions to really understand the needs of each student
- Proactively managing tasks and people – Taking ownership of your role, responsibilities and the delivery team
- Systematically ensuring that students do what they need to, so they get the results.
- Being motivated, enthusiastic and a joy to work with
- Always being thirsty for adding value to the team and students

Strengths, competencies & innate abilities

- You love talking to people (particularly over the phone and email) and providing a great customer service experience. You love help people move from being stuck, to being motivated and inspired.
- You have a desire to serve and recognise that sometimes the best way to serve is to push back and have an uncomfortable conversation..
- You enjoy managing a small team of staff (mostly casual staff) – Encouraging them, and also giving them tough love when required
- Technology is your friend – You love learning new technology and use it to make your life easier
- Your friends would describe you as hyper-organised, you're always the one arranging holidays, events and fun things
- You can't handle it when something is 'a little off' – You're a details focussed person who wants to get things perfect
- You're an action taker - You feel the need to do things, it's almost an obsession for you.

- You are always thinking two steps ahead. EG: “What’s the consequence of this action” “How can I make that easier in the future?”
- Excellent English skills, you understand the importance of grammar and English, as this role is in a teaching niche, you will be leading by example.

Our promise to you

- Meaningful and impactful work – You will be changing the course of people’s lives and also the medical profession in Australia
- You’re working with entrepreneurs and action takers. Expect us to listen to your ideas and give you honest feedback. If we like them, expect us to move quickly.
- A lot of space to grow in your role. The more you prove that you can handle, the more cool things we will give you – As we grow we will be looking internally for management positions, rather than just externally, so if you’re interested, the career path is there. If not, that’s cool too.
- Lots of opportunities for personal growth and development
- Your work will be recognised and appreciated