



UNIVERSITY OF
KWAZULU-NATALTM
INYUVESI
YAKWAZULU-NATALI

**EXTENDED
LEARNING**

JOB PROFILE	
ADMINISTRATIVE DETAILS	
JOB TITLE:	Key Account Manager (KAM)
CAMPUS:	Durban
START DATE:	1 September 2016 – 28 February 2017 6 month fixed term contract (maternity cover)
REPORTING STRUCTURES	
LINE MANAGER OF THIS POST: OPERATIONS MANAGER	
INTERACTION – NATURE AND FREQUENCY OF INTERNAL AND EXTERNAL INTERACTION ON AVERAGE HOURS PER WEEK.	
OUTSIDE UEL : 10 HOURS WITHIN UEL : 30 HOURS	
PURPOSE OF THE JOB	
<p>To manage the design and delivery of short courses and programmes for delegates from a diverse range of sectors and organisations. This includes online student registrations, event and customer relationship management systems (CRM), record keeping, course evaluations and certification processes, and integration/facilitation during the programme. The KAM will work closely with the Finance and Marketing/Sales teams, ensuring that all tasks related to the assigned course/s are completed within specified deadlines. The KAM will manage a team of Co-ordinators to ensure optimal course administration and delivery.</p>	
DUTIES AND RESPONSIBILITIES RELATED TO KPAs	
<ol style="list-style-type: none">COORDINATION, EVALUATION AND BUDGETING<ul style="list-style-type: none">- Coordinate all logistical arrangements (including course notes, facilitator requirements, etc.), with regard to specific short courses- Manage a small team of 2-3 Coordinators to deliver effective support for courses- Evaluate service delivery during course- Report on short course progress as required- Budgeting – preparation of budget and ensuring that courses are run and maintained within budget	

2. EVENT/COURSE MANAGEMENT <ul style="list-style-type: none"> - Booking of course venues - Scheduling of courses based on minimum number of students - Coordination and liaison with course developers, facilitators and presenters on scheduling, specialised course requirements and student information - Ensuring that certification for courses is presented to relevant students as required and ensuring that payment is made on or before completion of course - Providing catering, course material, questionnaires, specialised needs of students, as defined by the relevant checklists - Relaying all post-course information to the relevant stakeholders - Timeous notification to all stakeholders of programme plans 		
3. FILING AND RECORD KEEPING <ul style="list-style-type: none"> - Managing the filing of relevant documents - Record keeping of all training activities - Ensure that all financial-relevant information is obtained and forwarded timeously - Certification of all courses to be completed, within required parameters 		
4. PRODUCT KNOWLEDGE AND CUSTOMER RELATIONS <ul style="list-style-type: none"> - Ensure that the knowledge of the course content, commencement dates, pricing and costing are understood and communicated to key employees timeously 		
5. MISCELLANEOUS <ul style="list-style-type: none"> - Support for internal and external audit preparation - Any other reasonably expected duty as indicated by the requirements of the company - Required to work after hours from time to time including Saturdays and evenings, aligned to course delivery 		
MINIMUM QUALIFICATION AND EXPERIENCE REQUIRED FOR THE POST		
EDUCATIONAL REQUIREMENTS		Bachelor's Degree (e.g. BCom / BA) or a related equivalent qualification
EXPERIENCE	IN YEARS	<ul style="list-style-type: none"> • Minimum 3 years of relevant experience • Management and/or supervisory experience preferable.
	KNOWLEDGE	<ul style="list-style-type: none"> • High level of computer literacy, including MS Office, email and internet • Understanding of events/programme management • Above average numeracy skills • Project Management capability • Excellent communication and presentation skills

ADDITIONAL INFORMATION	
PERSONAL ATTRIBUTES REQUIRED FOR THE POST	<p> Accuracy and attention to detail Above average numeracy skills High level of organisational skill Ability to work to strict deadlines Good interpersonal skills Customer-centric focus Ability to use initiative Problem solving abilities Ability to work unsupervised Strong technology based/social media orientation (online systems) Possess excellent communication skills (both verbally and written) and employ these skills to interact with a variety of stakeholders </p>
SPECIAL REQUIREMENTS	<p> Valid code 8 driver's license Will be required to work after hours and on weekends Will be required to drive and travel </p>