



UNIVERSITY OF
KWAZULU-NATALTM
INYUVESI
YAKWAZULU-NATALI

**EXTENDED
LEARNING**

JOB PROFILE	
ADMINISTRATIVE DETAILS	
JOB TITLE:	Key Account Manager (KAM) – Open Courses Portfolio
CAMPUS:	Howard College Campus, Glenwood, Durban
START DATE:	1 February 2020 to 31 July 2020 (6 month fixed term contract)
REPORTING STRUCTURES	
LINE MANAGER OF THIS POST: SENIOR PROGRAMME MANAGER: OPEN COURSES PORTFOLIO	
<p>UKZN Extended Learning is committed to enrichment through lifelong learning, by providing high quality credit and non-credit bearing short courses and academic programmes in collaboration with Schools and Colleges of the University of KwaZulu-Natal. We are looking for an individual who has a passion for education to be employed as a KAM on a fixed term contract basis (parental leave cover) within our Open Courses department.</p>	
PURPOSE OF THE JOB	
<p>To manage the design and delivery of short courses / programmes for delegates from a diverse range of sectors and organisations. The KAM will work closely with personnel across departments to ensure that all tasks related to the assigned course/s are completed within specified deadlines. The KAM will manage a team of Short Course Coordinators to ensure optimal course administration and delivery. The KAM is also required to be actively involved in attaining open courses sales targets</p>	
DUTIES AND RESPONSIBILITIES RELATED TO KPAs	
<p>1. Planning and Management of Portfolio of Open Courses</p> <ul style="list-style-type: none">- Management of all assigned open short courses / programmes.- Provide professional support to customer enquiries and registration on courses by coordinating schedules, attending to delegate enquiries and registration of delegates.- Coordinate logistical arrangements (including venue bookings, course notes preparation, facilitator requirements, travel arrangements, etc.) per short course.- Manage catering, course material, questionnaires, specialised needs of students as per checklists during the course.	

<ul style="list-style-type: none"> - Ensure that certification for courses is presented to relevant students. - Ensure that payment is received from delegates on or before completion of course. - Relaying all post-course information to the relevant stakeholders. - Preparation of reports on short course progress as required. 	
2. Programme/Course Implementation <ul style="list-style-type: none"> - Engage with clients and delegates relating to the course. - Ensure that timeous notification is sent to all stakeholders regarding the short course including but not limited to: course content, commencement dates, pricing and costing. - Ensure that the teaching and learning environment is suitable for the programme requirements. - Liase with facilitators about the programme before, during and after delivery of the short course. - Manage the coordination between the course developers/facilitators/presenters regarding course requirements and delegate information. - Continuously monitor and evaluate the service delivery of short courses and troubleshoot when required. 	
3. Event management and CRM <ul style="list-style-type: none"> - Manage the course / programme on CRM from start to end within project timelines. - Ensure that CRM for assigned courses is updated regularly and accurately. - Conduct CRM audits to assess accuracy of information on system. - Monitoring the conversion of logged applications to delegate registrations. 	
4. Manage & Develop a high performance team <ul style="list-style-type: none"> - Manage a team of 2-3 Short Course Coordinators (SCC's) to deliver effective support and delivery of short courses/ programmes. - Manage activities of SCC's assigned to courses effectively. - Contribute towards building a high performance culture by managing the team aligned to UEL's HR policies and values. 	
5. Supervision/Management of Costs <ul style="list-style-type: none"> - Prepare and review the budget prior to the course commencement. - Ensure that the courses are managed within the agreed budget. - Supervise and monitor the financial budget of each course. - Prepare a budget close out report per short course. 	
6. Business Development, Sales & Client Focus <ul style="list-style-type: none"> - Support the Sales Executives at meetings with potential clients. - Initiate meetings with clients where applicable. - To be actively involved in achieving open courses sales targets. - Assist with the conversion of applications to paid registrations on CRM. - Provide input at Sales & Marketing meetings to support the achievement of sales targets for open courses. - Any other reasonably expected duty as indicated by the requirements of the company. 	
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>High capacity to multi-task across various projects simultaneously</p> <p>Accuracy and attention to detail</p> <p>Above average numeracy skills</p> <p>High level of organisational skill</p> <p>Ability to work to strict deadlines</p> <p>Good interpersonal skills</p> <p>Customer-centric focus</p> <p>Ability to use initiative</p> <p>Problem solving abilities</p> <p>Ability to work unsupervised</p> <p>Strong technology based/social media orientation (online systems)</p> <p>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 EB (previously code 8) driver's license</p> <p>Required to work after hours from time to time including Saturdays and evenings, aligned to course delivery</p> <p>Will be required to drive and travel</p>