

POSITION DESCRIPTION

Customer Relationship Partner



POSITION DETAILS

Position Title	Customer Relationship Partner
Position Number	TBC
Directorate	Workplace Skilling
Classification	Professional Staff – Level 5
Location	Parramatta City – IPSQ Campus

POSITION PURPOSE

The Customer Relationship Partner plays a pivotal role in managing the interface between B2B clients and The College's learning delivery teams. This position ensures seamless communication and coordination throughout the lifecycle of learning programs, from initial scheduling to post-delivery feedback. It is responsible for overseeing training logistics, including booking trainers and assessors, coordinating timetables, and securing appropriate learning spaces. The role works closely with internal stakeholders to ensure client expectations are met and learning experiences are delivered to a high standard. By maintaining strong feedback loops and client engagement, the Customer Relationship Partner supports continuous improvement and long-term client satisfaction.

KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- Client Relationship Management
 - Act as the primary point of contact for B2B clients throughout the learning delivery process.
 - Maintain proactive communication to ensure client needs and expectations are understood and met.
 - Support client onboarding and program briefings to ensure clarity and alignment.
- Training Coordination and Operating Logistics
 - Support trainer contracting
 - Support the management of finance, including debtors reporting
 - Schedule and book trainers and assessors in alignment with program requirements.
 - Coordinate timetables and room bookings in collaboration with internal teams.
 - Ensure all logistical elements are in place for smooth program delivery.
- Internal Collaboration and Stakeholder Engagement

- Liaise with academic teams, Workplace Skilling Directorate staff, and business development colleagues to align delivery plans.
- Facilitate cross-functional coordination to resolve scheduling or resource conflicts.
- Support internal communication to ensure program readiness and delivery quality.
- Program Monitoring and Issue Resolution
 - Monitor program delivery progress and address any emerging issues or disruptions.
 - Escalate concerns appropriately and coordinate timely resolutions with relevant teams.
 - Maintain accurate records of delivery activities and client interactions.
- Feedback and Continuous Improvement
 - Manage post-program feedback collection from clients and learning program participants.
 - Analyse feedback to identify trends, strengths, and areas for improvement.
- Collaborate with delivery teams to implement enhancements to future programs and enhance the experience of students/ learners.
 - Monitor the student/ learner experience during the course of program delivery, including obtaining feedback from program sponsors/ B2B clients, implementing and coordinating strategies to improve the learner experience.
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- A relevant degree (preferably in business administration) with relevant experience or an equivalent combination of relevant experience and/or education/ training.
- Proven experience in managing client communications and relationships in a professional services or education environment, with a strong customer service orientation.
- Demonstrated ability to coordinate complex schedules, including booking trainers, assessors, rooms, and resources, while managing competing priorities.
- Excellent written and verbal communication skills, with the ability to engage professionally with clients, trainers, and internal stakeholders.
- Strong organisational skills with the ability to manage multiple programs, timelines, and stakeholders simultaneously in a fast-paced environment.
- Experience working collaboratively across teams, including academic staff, operations, and business development, to ensure seamless program delivery.
- Ability to identify and resolve delivery issues quickly and diplomatically, maintaining client satisfaction and program continuity.
- Experience in collecting, analysing, and reporting on client and learner feedback to support continuous improvement in service delivery.
- Proficiency in scheduling, CRM, and learning management systems, with the ability to learn new systems quickly.
- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the general direction of the Director, Workplace Skilling.

KEY RELATIONSHIPS

This position reports to the Director, Workplace Skilling.

This position has no supervisory responsibilities.

Success in the role will depend on developing and maintaining positive relationships with:

- Business Clients
- Trainers and Assessors
- Business Development Directors
- Staff in the Student Success Directorate

CHALLENGES

The following are the key challenges of the position:

- Coordinating trainers, assessors, timetables, and room bookings across multiple programs and clients can be logistically demanding, especially when priorities shift or resources are limited.
- Balancing proactive, responsive communication with multiple B2B clients while ensuring consistency, professionalism, and clarity across all touchpoints.
- Overseeing the operational delivery of learning programs requires attention to detail and the ability to quickly resolve issues that may arise during training, such as last-minute cancellations or resource gaps.
- Collecting, analysing, and acting on client and learner feedback in a timely and constructive way can be challenging, particularly when feedback is mixed or when improvements require cross-team coordination.

THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved By Anthony Mitri

Date 10 November 2025