



<b>Job Title:</b>	<b>Enrolments Officer</b>
<b>Reports To:</b>	<b>Enrolments Manager</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Section of School:</b>	<b>Community Relations</b>
<b>Liaises with:</b>	Whole School Community and prospective families

<b>St Stephen's School Vision:</b>	St Stephen's School is a Christ-centred, student-focused and community-based School of the Uniting Church.
<b>St Stephen's School Values:</b>	<p>The way that we go about our business at St Stephen's School is underpinned by five core values. All students, staff and Council members are expected to embrace these values as they undertake their various roles.</p> <ul style="list-style-type: none"> <li>• Faith</li> <li>• Learning</li> <li>• Care</li> <li>• Service</li> <li>• Community</li> </ul>
<b>Role and intent:</b>	<ul style="list-style-type: none"> <li>• Reporting to the Enrolments Manager and working closely with the Enrolments Coordinator, the Enrolments Officer will handle all aspects of the School's enrolment processes for local, regional and international students providing a high level of customer service to prospective families as the first face and voice of the School.</li> <li>• The Enrolments Officer will handle the journey of each prospective student from enquiry to commencement, adhering to process, monitoring enrolment lists and approaching each interaction with professionalism, detail, efficiency and warmth.</li> <li>• Some out of hours work are required for Community Relations events and there is the possibility of travel to regional events to promote the School.</li> </ul>
<b>Role requirements:</b>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Build positive relationships, providing a warm, professional and efficient point of contact between prospective parents and the school by telephone, email and in person</li> <li>• Demonstrate knowledge and understanding of the School's core values, mission and vision, subject/ learning area offerings, co-curricular programs and facilities and communicate this to prospective families in a positive way</li> </ul> <p><b>Enrolments</b></p> <ul style="list-style-type: none"> <li>• Maintain and update enrolment lists in line with the agreed intake numbers</li> <li>• Effectively use the School's Customer Management System to assist prospective families through the enrolment journey from enquiry, registration, application, interview, contract to enrolment confirmation</li> <li>• Respond promptly to all enrolment enquiries whether online, by phone or in person within agreed timelines</li> <li>• Update prospective students status on Funnel as families move through stages ensuring noteworthy information is captured to facilitate personalised follow-up</li> </ul>



	<ul style="list-style-type: none"> <li>• Prepare and disseminate communication (School news letter, information on events, etc) to prospective families as required</li> <li>• Ensure all paperwork is received and meets legal requirements (valid visas, birth certificates, AIR certificates)</li> <li>• Prepare applications for interviews and liaise with PA to Deputies and EAs to Heads of Campus to set up</li> <li>• Upon successful interview, process Contract/ Offer of Place and ensure correct transfer of data to the School's data management system</li> <li>• Liaise with timetablers to arrange subject selections (Secondary only), uniform shop and other ancillary services to ensure students' smooth transition into the School</li> <li>• Ensure most up to date orientation information is provided to families prior to commencement</li> <li>• In line with legislation issue and send Transfer Notes to new students previous school (WA only)</li> <li>• Regularly update and manage prospective student information across data in all systems in line with legislation and privacy regulations</li> </ul> <p><b>Enrolments Tours</b></p> <ul style="list-style-type: none"> <li>• Assist in the preparation and event management of the annual scheduled Twilight Tours, Spring Tours and Head of Campus/ Deputy of Campus tours as follows -</li> <li>• Prepare tour bags with relevant and current marketing material</li> <li>• Manage registrations and communication with families prior and after events</li> <li>• Prepare nametags and attendee lists and assist with set up prior to the event</li> <li>• Welcome and assist families during event</li> <li>• Conduct ad hoc campus tours when required</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Ability to time manage, establish priorities, work independently and proceed with tasks without supervision.</li> <li>• Share expertise with colleagues to continually improve processes.</li> <li>• Ensure deadlines are met accurately and on time.</li> <li>• Treat all information in a confidential manner.</li> <li>• Be fully supportive of the School's policies and procedures, systems and the Line Manager's vision for growth.</li> <li>• Work alongside the rest of the Community Relations team to get involved in marketing activities and promotions.</li> <li>• Attend meetings and initiate actions to maintain and enhance currency of skills and knowledge.</li> <li>• Additional duties as required.</li> <li>• Serve as a good ambassador of the School, the Community Relations team and its systems.</li> </ul>
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<p><b>Key Performance Indicators:</b></p>	<ul style="list-style-type: none"> <li>• Develop and maintain positive professional relationships with prospective families, colleagues and members of the School community.</li> <li>• Provide a high level of customer service and demonstrate initiative.</li> <li>• Complete all activities with attention to detail, accurately and to a consistently high standard in order to meet deadlines as set by the Enrolments Manager or Head of Community Relations.</li> <li>• Organise individual workloads to meet deadlines, targets, commitments and client service standards.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Always act in a manner that seeks to enhance the safety culture of the School. Participate in Work Health and Safety induction and training.</li> <li>• Other KPIs will be agreed with your manager through the induction process and ongoing evaluation and goalsetting</li> </ul>
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<p><b>Selection Criteria:</b></p>	<ul style="list-style-type: none"> <li>• Relevant qualifications in Business Administration and/or experience in an Administration position.</li> <li>• Prior enrolment experience within a school environment is highly desirable.</li> <li>• A commitment to and understanding of customer service.</li> <li>• Proficient computer knowledge and skills with a helpful and friendly attitude.</li> <li>• Highly developed communication and interpersonal skills.</li> <li>• Strong organisational skills, attention to detail and successfully manage competing priorities.</li> <li>• Demonstrated high level skills in dealing confidentially and courteously with people at all levels and being able to handle complaints, crises and conflicts.</li> <li>• Demonstrate initiative and take a proactive and flexible approach to tasks.</li> <li>• Ability to work cooperatively and collaboratively as a member of a team and to respond energetically and creatively to the needs of the School.</li> <li>• Hold or willing to obtain a Working with Children</li> <li>• Hold or willing to obtain a National Criminal Record Checking</li> <li>• Willingness to positively and actively contribute to the Christian culture of the School</li> </ul>
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**I understand and accept the responsibilities as outlined in this Job Description.**

**Signed:** [acceptance\_status]

**Date:** [acceptance\_date]

***This document was approved by Enrolments Manager / Head of Community Relations - Nov 2022***

*The below information is not required to be printed*

Version	Date	Review Date	Author	Comments	Approval
4	Nov 2022	Nov 2024	Rolene Nel	Role requirements brought in line with strategy	Principal
3	Oct 2020	Oct 2022	Rolene Nel	Amendments to role	Principal
2	Sept 2018	Aug 2020	Valery Wells	Rebranding	E-Team
1	July 2014	July 2015	Maria Moraitis	New	CFO