



<b>Job Title:</b>	<b>Enrolments Coordinator (Maternity Leave Contract)</b>
<b>Reports To:</b>	<b>Head of Community Relations</b>
<b>Direct Reports:</b>	<b>None</b>
<b>Section of School:</b>	<b>Education Services – 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>	<p>Reporting to the Head of Community Relations and working closely with the Enrolments Officers the Coordinator 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.</p> <p>The Enrolments Coordinator is the focal point for all enrolments and responsible for all aspects of the enrolments processes for local, regional, and international students.</p> <p>The aim of the role is to ensure optimum levels of student enrolments for all year group enrolments from Pre-Kindergarten to Year 12.</p> <p>Some out of hours work are required for Community Relations events and there is the possibility of travel to regional and international events to promote the School.</p>
<b>Role requirements:</b>	<p><b>General</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>• Liaise with stakeholders to review existing procedures, workflows and enrolment processes while adhering to current business policies</li> </ul> <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>Database</b></p> <ul style="list-style-type: none"> <li>• High level IT skills in computer applications and databases.</li> </ul>



### Data, compliance and reporting

- Provide regular reports to the Principal and Executive team on current and projected enrolment figures, enrolment forecasts, statistical information on student enrolment, comparisons between past and current student numbers and patterns of withdrawal.
- Analyse and report on the statistical data available in the School's enrolments database through each stage of the journey from enquiry through to commencement, sharing feedback and insight on factors affecting enrolments.
- Ensure that all Census obligations are accurately met to maximise the School's State and Federal Government funding in collaboration with the Finance Manager and Director of Finance and Administration.
- Prepare and provide data and information to relevant government departments, including bi-annual Census data, and assist with audit visits arising from the submission of data to government agencies.

### Enrolments

- Responsible for managing the student enrolment process, from identifying prospective enrolments from enquiry through to enrolment and orientation, ensuring the enrolment processes are efficient and effective and according to registration standards and the School's Policies and Procedures.
- Maintain a current understanding of the School's key points of difference, operations, curriculum, co-curricular activities and future plans in order to provide prospective families with the most accurate and appropriate information.
- Maintain waiting lists and comprehensive future student data in line with privacy laws.
- In collaboration with the Head of Community Relations, assist in the development of marketing and recruitment strategies to attract local, regional and international students.
- In collaboration with the Head of Community Relations, plan and deliver School tours, manage tour event information and registrations and communicate with families prior and after the events.
- The Enrolments Coordinator will work closely with the Head of Community Relations to monitor enrolments trends and demographic data to inform strategic planning.
- Collaborate with Enrolments Officers to organise and dispatch transfer notes for all new student starters across both campuses each school term and at the start of each academic year, ensuring compliance with school regulations.
- In consultation with the Head of Community Relations, prepare correspondence when required.
- Prepare and disseminate communications to keep in touch with families on the database at agreed intervals.

### International and Regional Student programs

- Is responsible for actively seeking and promoting international and regional enrolments and to foster relationships with external stakeholders including homestay providers and agents to bolster the programs.
- Manage the enrolment process for international students including PRISMS, Visa and CRICOS requirements from enquiry through to commencement.
- Maintain relationships with international agents



- Oversee the School's compliance to the ESOS (Education Services for Overseas Students) Act 2000 including:
- Implementing changes to legislation through reporting, policies and procedures and communicating appropriate changes to key stakeholders.
- Maintaining up-to-date information and policies booklets for international student and agents.
- Reporting breaches of performance or attendance by international students through PRISMS.
- Checking visa entitlements through visa entitlements verification online (VEVO).
- Maintaining and updating the School's CRICOS registration. Maintaining the Tuition Protection Scheme (TPS) annual levy.
- Maintaining the PRISMS Annual Registration Charge (ARC).
- Act as an advocate for each international and regional student.
- Participate in marketing activities to actively seek and promote international and regional enrolments.
- Manage regional and international show timetable and bookings. Develop a working relationship with agents and travel to attend international and regional fairs/expos, as required.
- Fulfil duty of care and other pastoral responsibilities with discretion and confidentiality.

### **Scholarships**

- Manage the School's scholarship program including ensuring scholarships are in line with School's strategy, responding to scholarship enquiries, assisting with application processes and promotion alongside the Head of Community Relations.
- Prepare for Academic scholarship testing day/ auditions and interviews and manage correspondence with applicants and awardees.

### **Enrolments Tours**

- 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 -
- Prepare tour bags with relevant and current marketing material
- Manage registrations and communication with families prior and after events
- Prepare nametags and attendee lists and assist with set up prior to the event
- Welcome and assist families during event
- Conduct ad hoc campus tours when required

### **Building relationships with future St Stephen's School families**

- Work closely with, and under direction from, the Head of Community Relations on various marketing and other initiatives to build relationships with the families of future students; e.g. roadshows, tour days, orientation days and events (mail outs, invitations, advertising and associated promotional materials etc.)
- Prepare correspondence relating to enrolment, ensuring families receive relevant information in a timely manner.



- Monitor waiting lists and develop strategies to secure enrolment pipelines, ensuring strong enrolment numbers are evident in future key entry years

### **Teamwork**

- Assist Officers with processing enrolments during peak times or in times of need.
- Support the Head of Community Relations and the Community Relations Department in all aspects of community engagement.
- Provide input to the annual review of all enrolment activities and data, to inform effective planning for the next one and three-year periods in line with School's Strategic Plan and the supporting Community Relations Strategy.
- Actively participate as a team member and work with others to foster team spirit.

### **Other**

- Be responsive to and cope with change, ambiguity and uncertainty, maintain stable performance under pressure and modify your style to suit the situation or achieve a specific goal.
- Supports productive working relationships – ability to work as part of a team and establish good working relationships with staff and the broader community at all levels.
- Supports strategic direction – ability to participate in the development, implementation, maintenance and review of systems, policies and procedures in a school environment
- Be fully supportive of the School's policies and procedures, systems and the Line Manager's vision for growth.
- Treat all information in a confidential manner.
- Work alongside the rest of the Community Relations team to get involved in marketing activities and promotions and seek additional ways where the Coordinator role can assist in communicating these ideas.
- Structure written and oral communication to ensure clarity.
- Follow routine procedures but also be able to recognise when things may vary and consider the implications of this. Seek clarification when required.
- Attend meetings and initiate actions to maintain and enhance currency of skills and knowledge.
- Additional duties as required.
- Serve as a good ambassador of the School, the Community Relations team and its systems.



<b>Key Performance Indicators:</b>	<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><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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<b>Selection Criteria:</b>	<ul style="list-style-type: none"><li>• Tertiary qualifications and/or a minimum of 5 years' relevant experience in an educational environment</li><li>• A commitment to customer service</li><li>• Proficient computer knowledge and skills</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>• The Working with Children (Criminal Record Checking) Act 2004 applies for anyone working in child related employment</li><li>• National Criminal Record Checking (except Teaching staff)</li><li>• Willingness to positively and actively contribute to the Christian culture of the School.</li></ul>
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<b>I understand and accept the responsibilities as outlined in this Job Description.</b>
Signed: [acceptance_status]      Date: [acceptance_date]
<b><i>This document was approved by HOCR / Enrolments Manager June 2024</i></b>



*The below information is not required to be printed*

Version	Date	Review Date	Author	Comments	Approval
5	June 2024	May 2026	Jessie Frigenti	Amendments to role	HOCR
4	Feb 2022	Feb 2024	Rolene Nel	Amendments to role	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