



<b>Job Title:</b>	<b>Enrolments Manager</b>
<b>Reports To:</b>	<b>Head of Community Relations</b>
<b>Direct Reports:</b>	<b>Enrolments Officer/s</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>The Enrolments Manager 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>The Enrolments Manager will lead the Enrolments team to welcome prospective families through the facilitation of an effective and efficient student enrolment process as the first face and voice of the School.</p> <p>Some out of hours work may be required for Community Relations events and there is the requirement of travel to international and regional events to promote the School.</p>
<b>Role requirements:</b>	<p><b>Enrolments</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Maintain and enhance enrolment policies and procedures to maximise the efficiency of the enrolments process and the experience of prospective families.</li> <li>• Ensure accurate day to day enrolment and withdrawal student data, required reporting, correspondence and associated administrative duties. This includes compliance with special needs, medical conditions, court orders, immigration or visa regulations in new enrolments and monitoring of expiry dates on temporary visas for current students and ensure the School received renewed visas.</li> <li>• Maintain waiting lists and comprehensive future student data in line with privacy laws.</li> <li>• Keep appropriate staff and required external parties informed of</li> </ul>



student movements – commencements, transfers and withdrawals within agreed timeframes.

- 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.
- Foster relationships with future families and students through regular interaction such as sending birthday cards, newsletters, event invites etc.
- The Enrolments Manager will work closely with the Head of Community Relations to monitor enrolments trends and demographic data to inform strategic planning.

### **Data, compliance and reporting**

- Ensure operating systems are fully implemented and all information received is accurately entered into relevant systems
- Have an overall understanding of the enrolment database systems and manage and review the system processes regularly so that they meet School, reporting and legal requirements.
- Work with the database company on system upgrades and updates, providing training to staff and integrating the latest automations to better the processes.
- Responsibility of enrolment data and systems rests with the Manager.
- 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 regarding the movement of prospective enrolments through each stage of the journey from enquiry through to commencement, sharing feedback and insight on factors affecting enrolments.
- Regularly update and manage prospective student information across data in all systems in line with legislation and privacy regulations
- 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.

### **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.
- Build and maintain relationships with international agents, including implementing and revising agent agreements.
- 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.

### Leadership

- Be a positive role model for the team, demonstrating and advocating for collaboration and growth.
- Lead the Enrolments team including development, expectations, performance, setting KPIs etc.
- Oversee several key projects and think strategically about the enrolment process end-to-end.
- Structure written and oral communication to ensure clarity.
- Ability to time manage, establish priorities, work independently and proceed with tasks without supervision.
- Provide training, mentoring and professional development to staff as 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.)
- Using demonstrable high customer focus skills, deal warmly and efficiently with all enquiries.
- 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



	<p><b>Team Work</b></p> <ul style="list-style-type: none"> <li>• Assist Officer and Coordinator with processing enrolments during peak times or in times of need.</li> <li>• Support the Head of Community Relations and the Community Relations Department in all aspects of community engagement.</li> <li>• 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.</li> <li>• Actively participate as a team member and work with others to foster team spirit.</li> <li>• Identify any projects of focus alongside the Head of Community Relations.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Initiate actions to maintain and enhance currency of skills and knowledge by asking questions, seeking answers and participating in professional development opportunities.</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>• Serve as a good ambassador of the School, the Community Relations team and its systems.</li> <li>• Undertake and apply Work Health and Safety requirements and adhere to the School's policies and procedures at all times.</li> <li>• Additional duties as required from time to time.</li> </ul>
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<p><b>Key Performance Indicators:</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Supports strategic direction – ability to participate in the development, implementation, maintenance and review of systems, policies and procedures in a school environment.</li> <li>• Achieves results – demonstrated ability to organise individual workloads to meet deadlines, targets, commitments and client service standards.</li> <li>• 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.</li> <li>• Displays personal drive and integrity – contributes to reviewing and developing systems and services to meet the needs of a changing environment.</li> <li>• Communicates with influence – demonstrates well developed communication, customer service, interpersonal and negotiation skills.</li> </ul> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Ensure students, parents and the wider School community are provided with a quality and appropriate service in a timely, effective and friendly manner</li> <li>• Ensure that all documentation and communications are prepared and presented in a professional manner and in a way that reflects the School's ethos and values</li> <li>• Ensure the safety of staff and students</li> <li>• Other KPI's will be agreed with your manager through the induction process and ongoing evaluation and goal setting.</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>• The Working with Children (Criminal Record Checking) Act 2004</li><li>• National Criminal Record Checking</li><li>• Outstanding communication and interpersonal skills, a strong customer focus and exceptional attention to detail</li><li>• Ability to exercise discretion, use initiative and solve problems which are non-routine</li><li>• Demonstrated time management and organisational skills with a proven ability to prioritise tasks to meet competing deadlines in a busy environment</li><li>• High level IT skills in computer applications and database including word processing, spreadsheets (Excel), database (e.g. Synergetic) and presentation software</li><li>• The ability to work cooperatively and collaboratively as a member of a team fostering and promoting positive personal relationships with all stakeholders</li><li>• Experience working with limited supervision</li><li>• Continually strive for improvement</li><li>• Experience negotiating and resolving complex matters involving students and families</li><li>• Always act in a manner that seeks to enhance the safety culture and performance of the school.</li><li>• Promote a high level of compliance to the Safety and Wellbeing policies, procedures and programmes through effective leadership</li><li>• Contribute to and participate in Work Health and Safety induction and training sessions</li><li>• Participate in the injury management and return to work process for staff returning from a work and/or non-work related injury or illness</li><li>• Be able to role model Christian behaviour in all aspects of the role</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:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*This document was approved by the HOCR March 2024*



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*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 updated	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