



<b>Job Title:</b>	<b>Enrolments Officer</b>
<b>Reports To:</b>	<b>Enrolments Manager /Head of Community Relations</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>• The Enrolments Officer is responsible for the day to day operations of enrolments, providing a high level of customer service as the first face and voice of the School. They manage 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 may be required 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 with prospective/future families.</li> <li>• Have a pleasant, friendly, professional and approachable disposition and create positive impressions.</li> <li>• Demonstrate a 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 parents and students in a positive way.</li> </ul> <p><b>Database</b></p> <ul style="list-style-type: none"> <li>• Ensure all information received is accurately entered into relevant systems.</li> <li>• Directed by the Enrolments Manager, process database information correctly and in line with legal and privacy regulations.</li> <li>• High level IT skills in computer applications and databases.</li> </ul>



### Enrolments

- Maintain and update enrolment lists, including offering to fill places of students who leave during the year.
- Acknowledge all enquiries, whether online, by phone or in person, (intakes and oddbods) within 24 hours (week days).
- Process enrolments and all correspondence (including file notes) associated with enrolments, from registration through to commencement, within timeframes agreed with the line manager.
- Prepare applications for student interviews.
- Ensure all paperwork is received and meets legal requirements (valid visas, birth certificates).
- Process Offer of Places/Contracts.
- In consultation with the Enrolments Manager and Head of Community Relations, prepare correspondence when required.
- Prepare and disseminate communications to keep in touch with families on the database at agreed intervals.
- Liaise with timetablers to arrange subject selections, uniform shop and other ancillary services to expedite enrolments.
- Attend and assist with School Tours, and conduct where required. i.e. school holidays.
- Assist with collation and distribution of marketing materials. Liaise with the Head of Community Relations regarding stock and reorders.
- Manage tour event information and registrations and communicate with families prior and after the events.
- Maintain accurate intake numbers through selection processes.
- Update the privacy information every two years from first contact.

### Other

- Ability to time manage, establish priorities, work independently and proceed with tasks without supervision.
- Share expertise with colleagues to continually improve processes.
- Ensure deadlines are met accurately and on time.
- Treat all information in a confidential manner.
- Be fully supportive of the School's policies and procedures, systems and the Line Manager's vision for growth.
- Work alongside the rest of the Community Relations team to get involved in marketing activities and promotions and seek how the Officer 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>• Prior enrolment experience within a school environment is highly desirable.</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</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 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	Mar 2024	Mar 2026	People & Culture	Amendments to JD	HOCR
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