

POSITION DETAILS

Title of Position:	Enrolment Officer
Reports to:	Market and Community Engagement Manager
Employment Status:	Permanent, Part-time
Classification:	As per SA Catholic Schools Agreement 2020, Education Support Officer, Grade 3, Administration.
Normal Hours of Work:	8:30am - 4:00pm, Monday- Friday (1/2 hour lunch break)
Ordinary Hours:	35 hours per week, 43 weeks per year.

BROAD PURPOSE

Catholic Education South Australia (CESA) has embarked on a significant period of innovation and change to respond to opportunities emanating from the South Australia Commission for Catholic Schools (SACCS) strategy, Towards 2027: Expanding Horizons and Deepening Practices.

Catholic schools and the Catholic Education Office (CEO) work in partnership with families, children, and young people to give life to the Living, Learning, Leading Framework and to successfully position CESA as the leading education system and an employer of choice.

POSITION OVERVIEW

The Enrolment Officer is an integral position within the College, supporting the delivery of the College's enrolment processes, including being the initial contact person for prospective families.

The Enrolment Officer will be professional, organised and a proactive member of the College community, exercising a high degree of initiative, communication and interpersonal skills.

The Enrolment Officer will be responsible for the maintenance of student and family data on College systems and will be expected to ensure the information is up-to-date and accurate at all times, working in collaboration with the College Registrar to ensure consistency and accuracy of data.

The Enrolment Officer shall exercise professional judgement based on qualifications and experience (as required), in collaboration with the College Registrar.

The Enrolment Officer will assist families to apply for financial assistance and set up payment plans.

SIGNIFICANT WORKING RELATIONSHIPS

- Principal
- Finance Team
- Human Resources Manager
- College Registrar and Enrolment Team
- Marketing and Community Engagement Manager
- Work, Health & Safety Coordinator

KEY RESPONSIBILITIES

OPERATIONAL & TECHNICAL

- Working in collaboration with the College Registrar and under the direction of the Marketing and Community Engagement Manager (or delegate) establish an innovative and current enrolment strategy for students in line with the Vision, Mission and Ethos of the College, reflecting and

promoting the values and traditions of the College with significant focus on providing excellent customer service.

- Identify enrolment trends and patterns of withdrawal across the campus and provide regular updates to the College Registrar pertaining to the status of enrolment applications, enquiries and withdrawals for provision to College Executive, as required.
- Track, monitor, follow up and finalise enrolments from first enquiry through to enrolment and commencement as per the College procedure, ensuring appropriate notes are made, interviews are arranged, and follow-up with prospective families is a priority.
- Work collaboratively with the College Registrar to regularly review 'waiting lists' to ensure full intake of students at all year levels is achieved and maintain accurate and comprehensive 'future student' data including a sibling register.
- In conjunction with the College Registrar, maintain an awareness of competitors and best-practice developments in the area of enrolments within similar schools in the area.

Student and Family Data Management

- Maintain the student database with accurate up-to-date information and regularly liaise with families/staff/other College Departments to ensure the integrity of the data.

Administration

- In collaboration with the College Registrar, prepare and issue Enrolment Packs for families, ensuring information is current.
- Issue Acknowledgement of Enrolment Application letters, Letters of Offer and other administrative documents to families in line with College Enrolment processes and protocols.
- Liaise with the Finance Department to facilitate invoicing/credits to families commencing or exiting the College.
- Ensure student exit forms are completed for students exiting the College and that the College Registrar is kept informed of students exiting.
- Ensure all families transferring from another school or College have signed a Student Transfer Advice form.
- Under the direction of the Human Resources Manager, ensure contractors and volunteers receive a Work Health and Safety Induction and are informed of College safety procedures whilst on College grounds.
- In collaboration with the WHS Coordinator, assist in the administration of College Work Health and Safety matters (including risk assessments and incident reporting).

Finance

- In collaboration with the College's Finance Team, provide accurate and up-to-date financial information to prospective families during enrolment interviews and maintain relevant information for reporting purposes..
- With guidance from College Finance, support families to apply for financial assistance (school card) and to set up payment plans (including OSHC).

Campus Events

- Support the facilitation of and attend campus events in conjunction with the College Registrar and Marketing and Community Engagement Manager to provide positive representation of educational and pastoral programs offered by the College for prospective families.
- Assist in facilitating promotional materials, attend College Open Days and other College community promotional events, as applicable, and provide event statistics and community feedback to the Marketing and Community Engagement Manager as available.

Transition Program

- Working collaboratively, promote and maintain links and relationships with partner schools, early learning long day care, kindergartens and other agencies within the area to create enrolment opportunities.
- In collaboration with key campus Leadership, assist in the facilitation of the College Student Transition Program, liaising with Early Years Leader, early years learning long day care, kindergartens and primary schools in the area and by administering bookings and attendance for new parent information evenings and other associated administrative tasks.

General

- Actively participate in school events/activities, meetings, required training and professional reviews.
- Undertake other duties, as required by the Head of Campus (or delegate).

BEHAVIOURAL

- Commit to upholding and actively contributing to the Catholic ethos of the school
- Demonstrated comprehensive experience in undertaking a broad range of administrative duties at an advanced level, applying a broad knowledge base incorporating a range of theoretical concepts
- High level of proficiency in using a computer and applicable programs, particularly Microsoft Office (i.e. Word, Excel, Outlook) and databases and other office equipment to fulfil the requirements of the role
- High level interpersonal and communication (written and verbal) skills for positive engagement, interaction and collaboration within the team, broader school community and with external parties. Experience in supervising others is expected
- Ability to take responsibility for own outcomes in relation to specified quality standards and identify and apply skill and knowledge in some depth to most matters, including taking significant initiative and responsibility
- Highly effective time management and organisational skills and ability to plan and prioritise tasks to meet timelines for required outcomes
- Demonstrated ability to maintain appropriate confidentiality
- Willingness to positively support school activities/events, attend meetings and undertake required training
- Ability to follow procedures and actively support others during unexpected situations or emergencies

SELECTION CRITERIA

QUALIFICATIONS:

- Certificate IV in Administration or Business (or equivalent) or demonstrated comparable knowledge and experience in a similar role.

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Experience in working with little direct supervision, take direction on broader technical aspects of the work, and evaluate information and locate, analyse and evaluate information from a variety of sources
- Experienced in applying solutions to a range of problems, analyse and plan approaches to problems to effectively deliver required outcomes

Desirable

- Previous experience in the use of CESIS and SEQTA (highly desirable)
- Knowledge of the Gawler, Two Wells and surrounding regions

SPECIAL CONDITIONS

Some out of hours work will apply to this position. The South Australian Catholic Schools Enterprise Agreement 2020 conditions of employment will apply.

All additional time worked (overtime) must be pre-arranged and pre-approved by the Head of Campus in accordance with College policy.

OTHER CONDITIONS

- Support CESA's Values:
 - *Openness to God's Spirit at work in our midst and living in Catholic faith.*
 - *Respect for the dignity of each person.*

- *Commitment to processes of learning that's formative, challenging, engaging, life-long & life-wide.*
- *Inclusivity of those at the edges.*
- *Sensitivity, justice, and compassion.*
- CESA is committed to ensuring the safety, wellbeing and dignity of children and young people by complying with the National Catholic Safeguarding Standards. Good character screening and safeguarding training requirements apply to all positions. Among other things, you are required to maintain:
 - Appropriate clearances including a valid Working with Children Check (WWCC) clearance, a Catholic Clearance and clearance through the Catholic Education Office e-screening process.
 - Current certification in *Responding to Risk of Harm, Abuse and Neglect in Education & Care Settings*.
 - Undertake induction and ongoing training as directed.
- Always act in accordance with the CESA Code of Conduct and the Charter for Staff in Catholic Schools in South Australia.
- Comply with the Work Health & Safety management system and, as a worker, while at work, take reasonable care for their own health and safety.
 - Take reasonable care that actions or omissions do not adversely affect the health and safety of others.
 - Comply, in so far as they are reasonably able, with any reasonable instruction given by the employer.
 - Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.