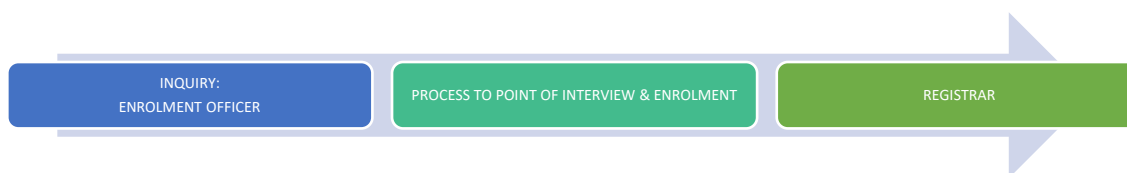


Enrolment Officer



The College Enrolment Officer is responsible for the enrolment processes at Mandurah Baptist College and the maintenance of essential relationships in the lead up to commencing with the College. The primary function of the role is the coordination of current and future enrolments ensuring the ongoing success of the College. The Enrolment Officer is part of the Community Relations Team, reporting directly to the Community Relations Manager.

This role is the '**CEO of First Impressions**' – using relational skills, this role is the 'face of the College' from entry point; tasked with building relationships with all families (present & future) by being the person at entry point or end of the phone, helpful, friendly etc.

The continual aim is to become the key go-to person for parent inquiries; in order to direct people to right person to deal with the query

1. Major Duties

- 1.1. Implementing the enrolment process, in consultation with the Principal and Community Relations Manager.
- 1.2. Provide a high level of service to all customers (internal or external); seek to provide solutions for customers, prioritising their enquiry; ensuring procedures and processes are optimised for efficiency and accuracy.
- 1.3. Keeping the office clear; professional; presentable at all times
- 1.4. Efficient and accurate handling of telephone and e-mail inquiries; and follow up telephone calls and e-mails on the day received. Move calls on to relevant persons promptly.
- 1.5. Developing reports on prospective enrolment numbers; statistical information on student enrolments; comparisons between past and current student numbers. This must be up to date at all times.
- 1.6. Accurate & timely maintenance of Funnel and TASS databases for families and student enrolment information.
- 1.7. Co-responsible for the maintenance of the Enrolment Register, ensuring it is kept up to date through the provision of accurate information to the Registrar, in compliance with legal requirements.
- 1.8. Annual review of Policies and Procedures relating to Enrolment, including information published on the website, in collaboration with the Risk & Compliance Manager
- 1.9. Organising documentation for new students to ensure their transition into the College is seamless.
- 1.10. Any other duties as may reasonably be required.
- 1.11. Maintain and facilitate appointments in Principal's, Heads of Schools' diaries through their Executive Assistants (only).

2. Reception/Enrolment Office

- 2.1. Build positive relationships with prospective families and assist in promoting the College.
- 2.2. Maintain ongoing positive relationships by liaising with the Principal and other key staff in offering information and assistance for current families in need of some assistance.

3. Community Relations

- 3.1. Provide administrative assistance and attend key College events such as Orientation Day, Year 7 Information Evenings, Enrolment and Marketing Tours etc. as required.
- 3.2. Continually develop process improvements, which will drive better enrolment outcomes.
- 3.3. Working with the Principal and other key staff to determine future enrolments strategies.
- 3.4. Assist with tours as needed

4. Enrolments

- 4.1. Ensure positive relations are fostered with students and parents throughout the application, enrolment, interview and offer process.
- 4.2. Coordinate the student enrolment process from initial contact (likely to be years earlier) through to student commencement. This will include all necessary administration (as per Privacy Act and College Policies) and the loading of student data.
- 4.3. Coordinating appropriate enrolment interviews & management of the process of Group Tours/Interviews of for incumbent families; liaising with Community Relations staff..
- 4.4. Prompt management of telephone and walk-in inquiries.
- 4.5. Accurate, timely processing and acknowledgement of registrations and enrolments. Prepare communication/documents in relation to future enrolments, acknowledgements, offer of enrolments etc. Acknowledge, follow up and update registration fee and confirming fee payments.
- 4.6. Provide timely and professional information to prospective families regarding their enrolment status.
- 4.7. Attendance to and management of day-to-day enquiries regarding enrolments and withdrawals, including managing parent concerns.
- 4.8. Prepare communication/templates/documents in relation to all enrolment matters
- 4.9. Appropriately assist the transition of new enrolments by liaising with Heads of School and Deans.
- 4.10. Liaise with the Uniform Shop Manager regarding correspondence for uniform fittings as is required.
- 4.11. Ensure that enrolments are promptly finalised and uploaded according to procedural requirements.
- 4.12. Collate enrolment documentation and establish individual files.
- 4.13. Keep records of future students.

5. Interviews

- 5.1. Coordinate interview times, correspondence and interview packs.
- 5.2. Liaise with the Principal's EA/Heads of Schools' EA to arrange enrolment interviews.
- 5.3. Welcoming face of the College as above; be present to welcome interviews, copy required papers at desk
- 5.4. Ensure as far as possible that all enrolment documentation is secured before interview, using available methods to gain this as per protocol
- 5.5. General interviews: ensure that material is submitted for pre-reading; if the family has not brought material please advise Principal/interviewer; ensure that family knows it must be submitted for acceptance into the College.
- 5.6. Additional needs interviews: no additional needs student should be interviewed for placement without information being provided ahead and this being read through by all key staff. This is to

assist in determining who should be present at the interview and any material that may be needed; and provide time for any further research or calls that need to be made.

Other Duties/Essential skills:

1. Willingness to uphold and live the Mission, Vision and Christian values of Mandurah Baptist College.
2. Excellent interpersonal skills and the ability to liaise with students, staff, parents and the community.
3. Excellent verbal and written communication skills.
4. Strong IT skills and good working knowledge of Microsoft suite of products. Ability to manage required data in a timely manner to support the needs of the college and staff
5. Ability to maintain absolute confidentiality, and to demonstrate initiative and creativity in work skills.
6. Ability to work as a team member.
7. Keeping up to date with developments in areas affecting Registrars and Enrolments.
8. Empathy towards prospective and current students and their parents/families.
9. Excellent organisation skills.
10. Contribute to the safe working environment of the College.
11. Experience with TASS, SEQTA and Funnel software.
12. Awareness of the College program especially as it pertains to appointments, tours etc.