



Role Description

Title:	School Officer: Enrolments	Location:	Highfields
Reports to:	Principal	Classification:	School Officer Level 3
School:	Mary MacKillop Catholic College	Tenure:	Full time, Fixed term

1.0 Purpose

The Enrolments Officer is responsible for the management of all aspects of the enrolment process, including the promotion of positive engagement with prospective families. As the first point of contact for prospective parents, the Enrolments Officer will develop and build positive relationships to ensure families are supported in making the best choice for their children while achieving desired targets to ensure the continued growth of the College.

2.0 Experience and qualifications

Essential

- empathy with the values and ethos of the Catholic faith
- tertiary qualifications at certificate level or equivalent qualifications relevant to the position may be required or such knowledge, qualifications and experience that are deemed by the College as necessary to successfully carry out the duties of the position.
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement
- effective relationship building and influencing skills
- advanced interpersonal and communication skills
- demonstrated a high level of experience working with the Microsoft suite of products
- ability to work with school based software packages specific to collecting and tracking enrolment data
- current First Aid Certificate.

Desirable

- experience in a similar role

3.0 Key result areas

- 3.1 contributes to and promotes the development, alignment, attainment, and review of the strategic goals for the Diocese of Toowoomba Catholic Schools (TCS).
- 3.2 management of the student enrolment process from initial parent contact through to student commencement.
- 3.3 engage with prospective families regularly and proactively to ensure the enrolment experience is a positive one from enquiry through to commencement.
- 3.4 assist in the promotion of Mary MacKillop Catholic College to identify opportunities to engage with prospective families.

- 3.5 facilitate effective communication with students, parents, staff and the broader College community in a way that enhances the College image and contributes to the goals of Catholic Education.
- 3.6 collaborate and communicate with other members of Mary MacKillop Catholic College and the members of the other directorates within TCS to ensure that high professional standards are met.
- 3.7 complete other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.

4.0 Statement of responsibility

While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers

5.0 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a **duties statement** that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

Duties statement

School Officer: Enrolments

3.1 Contribute to and promote the development, alignment, attainment, and review of strategic goals for the Diocese of Toowoomba Catholic Schools (TCS)

- Contribute as a member of Mary MacKillop Catholic College to achieve the strategies set out in the Mary MacKillop Catholic College Strategic Plan and the TCS Strategic Plan
- Attend professional development as appropriate.
- Document and report on the progress of initiatives in the Mary MacKillop Catholic. College Strategic Plan and the TCS Strategic Plan as required.

3.2 Management of the student enrolment process from initial parent contact through to student commencement.

- Provide a high level of services to students, parents, staff and the broader College community via telephone, email, reception and other channels as required in an accurate, professional and timely manner.
- Undertake all administrative duties with a high degree of judgment, initiative, confidentiality, and sensitivity.
- Build positive relationships with prospective families and assist in promoting the College ensuring positive relations are fostered with students and parents throughout the application, enrolment, interview and offer process.
- Coordinate the entire student enrolment process from initial contact through to student commencement. This will include all necessary administration (as per Privacy Act), the loading of student data, and the use of the College's online enrolment software.
- Liaise with the Principal's Personal Assistant to arrange enrolment interviews and preparation of interview documents for the Principal, Deputy Principal or Assistant Principal.
- Liaise with key departments including but not limited to the Uniform shop; IT and Office Manager regarding student commencement and withdrawal.

3.3 Engage with prospective families regularly and proactively to ensure the enrolment experience is a positive one from enquiry through to commencement

- Respond to all enquires within agreed service time frames. Responsible for accurate, timely processing and acknowledgement of Application for Enrolment forms.
- Maintain records to reflect up to date information. Maintain SAS 2000 student records and produce routine and ad hoc reports. Student record reports are to be produced within the software packages of Excel, SAS 2000, and the online enrolments software.
- Prepare letters/documents in relation to future enrolments, acknowledgement, the offer of enrolment and welcome packs.
- Liaise with and provide data to the Principal and Business Manager using the data collection software to provide accurate current and future projections, trends, and statistics.

3.4 Assist in the promotion of Mary MacKillop Catholic College to identify opportunities to engage with prospective families

- Assist with and attend all aspects of College events associated with the promotion of the College, including Open Days, Trade Stalls and Information Sessions.
- Prepare letters/documents in relation to Orientation and Information Evenings.
- Maintain an image of Catholic Education and the College, as a professional and pastoral organisation, in both presentation and communication.

- Assist the Marketing and Communications Officer and the Events Team in planning, booking and running promotional events to engage enrolments.

3.5 Facilitate effective communication with students, parents, staff and the broader College community in a way that enhances the College image and contributes to the goals of Catholic Education.

- Collate enrolment documentation and create individual student files using various data collections software.
- Assist with the retention process to ensure that any student or parent concerns are managed appropriately.
- Assist the withdrawal process to ensure the correct documentation is completed and that the Principal and key staff are advised.
- Utilise data collection software to track withdrawal trends with a view to driving better enrolment outcomes.

3.6 Collaborate and communicate with other members of the Mary MacKillop Catholic College and members of other directorates within TCS to ensure that high professional standards are met.

- Maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions and seeking advice.
- Understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service to TCS.
- Establish and maintain effective communication networks with stakeholders.
- Work collaboratively with stakeholders.

3.7 Complete other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations

- Duties may include the completion of project work that presents itself during the course of the operational and strategic review of the actions associated with the Mary MacKillop Catholic College Strategic Plan, TCS Strategic Plan or other directorate strategies.