



ENROLMENTS COORDINATOR POSITION DESCRIPTION

REPORTING TO: **Community Engagement & Development Manager**

CAMPUS: **Werribee / Melton**

TENURE: **Temporary Full Time (52/52)**

INTRODUCTION:

Heathdale Christian College is a co-educational, day school with campuses located in Werribee and Melton.

Staff will work and act in accordance of the Biblical principles and beliefs, as set out in the College Statement of Faith and Values. It is an inherent requirement that staff are supportive of and abide by the Christian foundations, Christian ethos and Christian practice of the College.

POSITION SUMMARY:

The Enrolments Coordinator is responsible for coordinating our student enrolment process and enrolments administrative roles across both campuses. Working closely with the Marketing & Enrolments Coordinator and Community Engagement & Development Manager to ensure this process is efficient and responsive to prospective and current community members and meets the College's student enrolment and compliance requirements each year.

KEY RELATIONSHIPS:

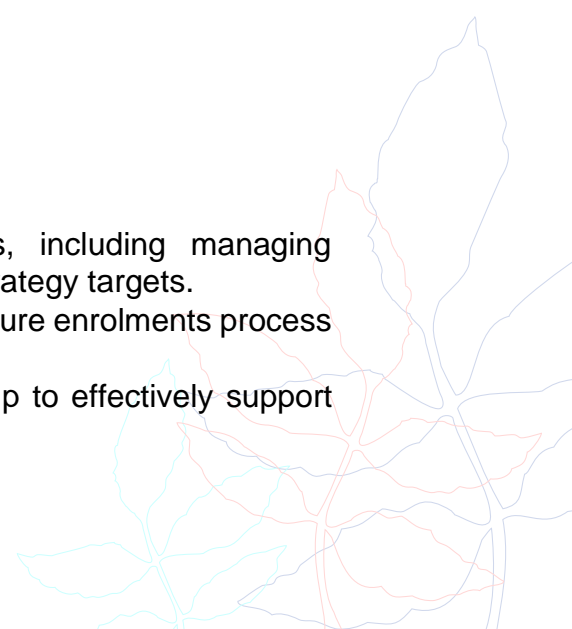
- Community Engagement & Development Manager
- Community Development Team
- Families
- Senior Leadership Team
- Staff
- Relevant Providers and Professional Bodies
- Alumni

KEY RESPONSIBILITIES & DUTIES:

A. Key Tasks

Enrolments Coordination

- Lead the enrolments administration process, including managing timelines and delivering on measured growth strategy targets.
- Supervise enrolments administration staff to ensure enrolments process and procedures are adhered to.
- Provide regular reporting and data to leadership to effectively support enrolment decision-making.



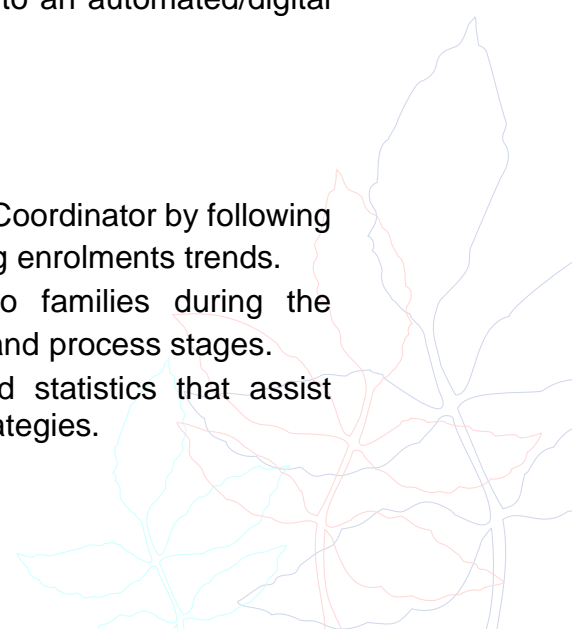
- Regularly improve the enrolments process through digitisation, automation and process enhancement.
- Deliver a great customer experience.
- Assist with the development, design and delivery of enrolment expansion opportunities.

Enrolment Administration

- Effectively administrate the enrolments process for the College through the stages of Enquiry, Visit, Application, Offer and Transition.
- Responsible for responding to and logging the majority of enrolment enquiries including, phone, email, website, in-person and social enquiries in a timely and efficient manner.
- Ensure all enrolments systems, including the CRM and student management database are up to date and accurate at each stage of the enrolment process.
- Work with the Marketing & Enrolments Coordinator to build and manage CRM automations that are effective in assisting people through the enrolments process.
- Perform regular health checks on the enrolments process.
- Prepare enrolment and welcome packs and ensure the integrity of letters and documentation to families or the community is maintained.
- Coordinate the enrolments process for the College including organising enrolment interviews with Staff and liaising with families during the process.
- Prepare offers for families for both campuses and communicate with waitlisted applicants.
- Filing of student records is organised and maintained for auditing purposes.
- Process any student transfers in a timely and effective manner, ensure effective and friendly communication to families or relevant parties.
- Maintain the student exit process to ensure a smooth experience for staff, leaving students and their families.
- Work in conjunction with the Executive Assistant to ensure split families are correctly entered into the student management system, kept up to date and communicated with correctly.
- Identify manual processes and transition them to an automated/digital workflow where possible.
- Rubric and evaluate applications.

Communications & Marketing Support

- Provide support to the Marketing & Enrolments Coordinator by following up leads, creating marketing lists and monitoring enrolments trends.
- Develop and deliver clear communication to families during the enrolment process about opportunities, events and process stages.
- Provide the team with updated reporting and statistics that assist marketing, engagement and communication strategies.





- Assist the Marketing & Enrolments Coordinator to effectively deliver events and tours according to the Enrolments timeline.

Compliance & Reporting

- Ensure integrity of data when providing information to various departments for auditing, census and/or School purposes.
- Plan effectively to ensure compliance tasks are completed by the relevant due dates.
- Keep up to date with Government requirements regarding visas, enrolment legal requirements, temporary residents etc. including data reporting.
- Ensure high levels of accurate and current data for internal and external reporting purposes.

Alumni

- Assist the Community Development team in the development, coordination and management of an Alumni program.

B. Child Safety

The College has a zero tolerance of child abuse.

This position is responsible for taking all practical measures to ensure that Heathdale Christian College's Child Protection and Safety Policy, Procedure and Code of Conduct are implemented effectively, ensuring that a strong and sustainable child protection culture is maintained within the College.

We have established a series of Child Safety Policies, Procedures and a Code of Conduct for all employees, volunteers and contractors working with our students. This is aimed to protect children from abuse and embed a culture of child safety in the school environment.

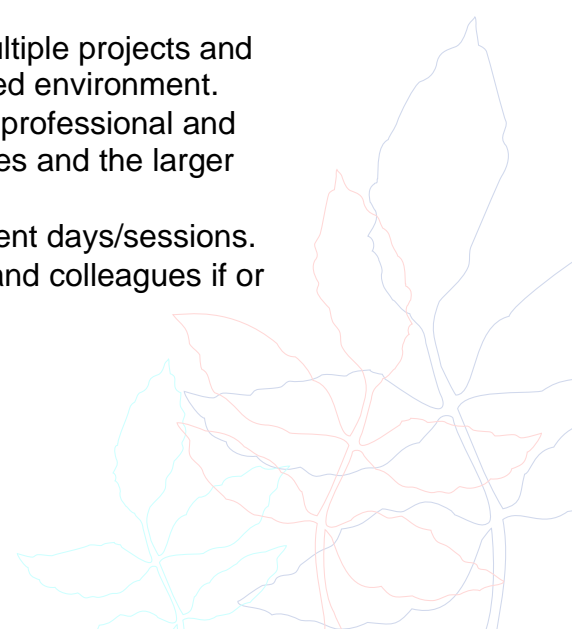
For more information please refer to the College website at <https://www.heathdale.vic.edu.au/about/policies/>

C. Accountability

- Ability to work to tight deadlines.
- Ability to work under pressure to manage multiple projects and completing deadlines in a busy and fast paced environment.
- Demonstrate a high level of communication, professional and interpersonal skills when relating staff, families and the larger community.
- Willingness to attend professional development days/sessions.
- Provide assistance to other team members and colleagues if or when required.

D. General and Administrative

- Maintain accurate database.





- Adhere to College policies, procedures and practices.
- Adhere to the College expectations regarding personal and professional presentation and dress.
- Attend and if required participate in daily staff devotions.
- Participate and attend staff meetings.
- Assist with the co-ordination of all events and activities managed by the Community Development team including Open Days etc.

OTHER DUTIES:

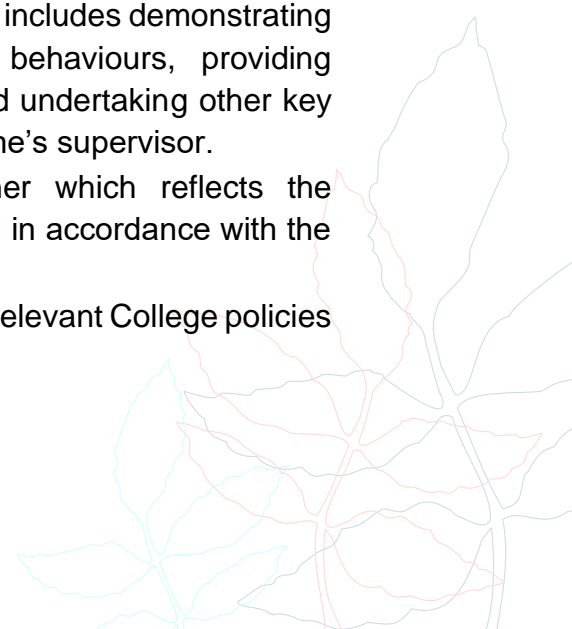
Any other assigned duties may be directed by the Principal or their nominee as required and in consultation.

Display and have the ability to perform the tasks which are essential to perform job productively and to the required professional standard. The ability to work effectively in a team, ensuring safety and good work practices at all times.

COLLEGE EXPECTATIONS:

All staff are expected to:

- Perform their responsibilities in a manner which reflects the College's mission, objectives and philosophy. In particular, staff are expected to role model an active Christian faith that will be demonstrated in part by an active involvement in the wider Christian Church.
- Be Christian role models and examples to all people associated with the College.
- Participate in leading College devotions that involve staff and students and attendance at the staff spiritual enrichment days.
- Support the College's guidelines and policies.
- Perform your responsibilities in a manner which reflects and responds to continuous improvement.
- Contribute to the efficient and effective functioning of their team's in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor.
- Perform your responsibilities in a manner which reflects the College's zero tolerance for child abuse and in accordance with the College's Child Safety policies.
- Familiarise themselves and comply with the relevant College policies including Occupational Health and Safety.



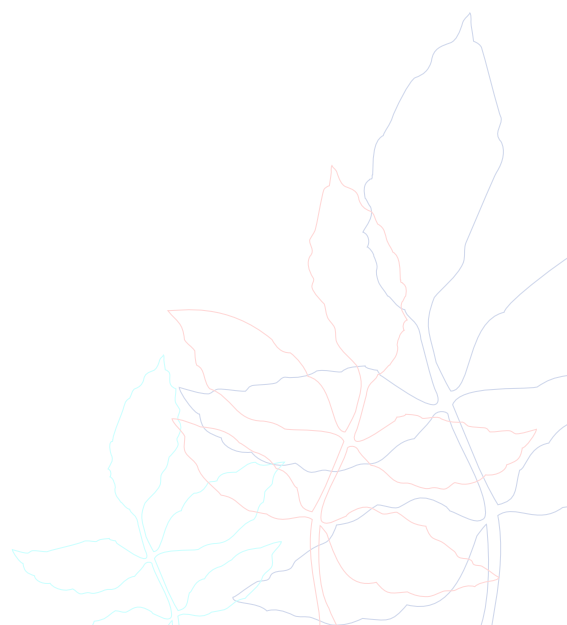
**REMUNERATION:**

The salary will reflect both qualification and experience.

Annual performance and salary reviews will be conducted by the Community Development Manager / Business Services Manager.

MINIMUM QUALIFICATIONS AND EXPERIENCE:

- Degree in Administration or equivalent without substantial work experience or completion of Diploma or Cert IV with extensive work experience
- Excellent written and verbal communication skillset
- Solid organisational skills
- Initiative and flexibility
- Ability to relate to others
- Valid WWCC 'E' & Police Check



ATTACHMENT 'A'

Key Relationships defined:

WITH	PURPOSE	FORUM
Community, Engagement & Development Manager	<ul style="list-style-type: none"> Work closely with the Community, Engagement & Development Manager to ensure enrolment & alumni process, timeline and planning are organised and controlled 	<p>Meeting regularly.</p> <p>Meetings will be organised and as required.</p>
Community Development Team	<ul style="list-style-type: none"> Work closely with the Community Development Team to meet the needs & requirements of the Community Development Team 	<p>Meeting regularly.</p> <p>Meetings will be organised and as required.</p>
Families	<ul style="list-style-type: none"> Work closely with Families to ensure clear communication is maintained and any enquires are completed in a timely manner 	<p>Meeting on an 'as needs basis'</p>
Senior Leadership Team	<ul style="list-style-type: none"> Work closely with the Senior Leadership Team to ensure bookings of future enrolments, but to also maintain current enrolments numbers and future projections. 	<p>As required.</p>
Staff	<ul style="list-style-type: none"> As required, liaise with the relevant staff to ensure transparency and success in the work being completed 	<p>Meeting on an 'as needs basis'</p>



External Providers & Professional Bodies	<ul style="list-style-type: none">• As required, be the main point of contact for external providers and professional bodies	As required
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