

position description

PD046: co-head of admissions

position details

Position Title	Co-Head of Admissions
Department	Communications Department
Reports To	Head of Communications
Industrial Instrument	Educational Services (Schools) General Staff Award 2020
Classification	Level 5: School Administration Services G5
Leave Profile	Standard

school

Throughout each student's time at Ballarat Clarendon College our focus is to maximise their competence, skills and capacity so that, at the end of their time at the school, when they stand on the threshold of their future, they can choose their *heart's desire*.

The school is based in Ballarat, a regional city in the heart of Victoria, just over an hour's drive from Melbourne. Across three campuses students attend the school from 3-year-old Early Learning to Year 12. Ballarat Clarendon College is an equal opportunity employer.

position overview

The Co-Head of Admissions is responsible for overseeing the school's enrolment, departures and scholarship processes and managing the entire enrolment and departure process for all local and international students. This includes tracking enrolment enquiries, booking tours and interviews, letters of offer and confirmation of enrolments, ensuring the process is streamlined and in accordance with the school's process.

The Co-Head of Admissions must enter and ensure the integrity, consistency and accuracy of all data entered into the school's database, and keep records up to date on a weekly, monthly and annual basis. The role is the primary contact to run school tours, scholarship days and enrolment meeting days, liaising with the stakeholders to ensure the promotion and follow up of these events.

The Co-Head of Admissions must be fully informed of enrolment movements and maintain the upmost professionalism when communicating with the school's prospective and current families, overseas agents, parent representatives and international stakeholders. The Co-Head of Admissions is directly responsible for the management of the Admissions Administrators.

key duties and responsibilities

The duties and responsibilities of this role include:

Enrolments

- Think strategically about the entire end to end enrolment process.
- Identify areas of need to grow and maintain school numbers according to set year level and boarding targets.
- Work strategically with Senior Leadership and the Communications Department to maintain public interest and promote all areas of the school.
- Implement processes to ensure the effective recruitment, integration, enrolment and departure of students.
- Process, track, follow up, complete and manage admissions enquiries through to finalisation, including providing informed and accurate information about Clarendon.
- Accurately maintain all student personal information in the school's data information system (Synergetic and Funnel).
- Arrange and/or conduct tours of the campus that are informative and positive experiences that present the school in the best possible light for prospective students and families.
- Arrange enrolment meetings for prospective students and families with Heads and Deputy Heads of School, and the Head of Progress Support and Heads of Boarding, when applicable.
- Maintain future and exiting student family data on the school's database system in conjunction with IT Support.

- Maintain the highest quality and accuracy of all correspondence pertaining to admissions and departures, such as letters, forms and data entry for both incoming and departing students.
- Effectively promote Clarendon and clearly communicate with prospective students and their families.
- Organise in-house events to ensure alignment with the enrolment and admissions strategy. For example, Open Days, scholarship days, enrolment meeting days, etc.
- Organise and attend external events to ensure alignment with the enrolment and admissions strategy. For example, outreach events, field days, etc.

Departures and Deferrals

- Process, follow-up, complete and manage documentation for any departing current students or deferring future students.

Scholarships

- Promote and organise the scholarship program for maximum and high quality candidates.
- Generate, track, follow-up, complete and manage scholarships documentation from initial application through to finalisation, including providing informed and accurate information about Clarendon, the preparation of scholarship offers, etc.

International Enrolments

- Understand and process government documents through the PRISMS website necessary for the recruitment of international students.
- Work effectively with agents and Avalon College to ensure appropriate care is in place for all International Students on arrival.
- Assist with the coordination of the arrival and testing of international students together with the Heads of School and Head of Progress Support.
- Generate, track, follow-up, complete and manage international student documentation from initial enquiry through to finalisation, including providing informed and accurate information about Clarendon, the preparation of place offers, etc.
- Work collaboratively with the International Student Co-ordinator to ensure the smooth entry of all international students.
- Liaise with Finance Department for processing of Health Insurance for international students through OHS provider.

Reporting & Enrolment Strategy

- Analyse enrolment data and communicate areas of need, capacities and barriers.
- Monitor competitor schools and report on such.
- Identify external trends/issues/analysis of student leavers and report accordingly.
- Provide statistical information to the Principal for the monthly Board report as required. Provide projected statistics for the following academic year and up-to-date forecast figures for upcoming school terms.
- Prepare and provide statistical data and information to government departments (CRICOS registration, Department of Home Affairs) and assist with audit visits arising from the submission of data to government agencies.
- Liaise with Finance Department and IT Support Team to rollover students (Future/Current/Past).
- Consult with the Risk and Compliance Manager on accuracy and currency of all documents to be used in the enrolment process.

key stakeholders

This position is required to effectively manage stakeholder relationships with:

Internal

- Heads of School
- Heads of Department
- Employees
- Students

External

- Parents
- Community
- Academic Assessment Services

selection criteria

KS1 Child Safety

- Demonstrated knowledge, understanding and adherence to child safe requirements mandated by legislation.
- Commitment to providing a child safe environment and child safe conduct in all aspects of employment at the school.

KS2 Qualifications and professional standing

- Experience in general administrative, management or client service role.
- Experience in school admissions role.

KS3 Knowledge & Experience

- Proven ability to work collaboratively and with agility in both independent and busy work group environments.
- Strong skill set in time management and priority management.
- Utilisation of effective, efficient and systematic work practices to deliver to timelines.
- High-level organisational and administrative skills with a capacity to demonstrate day-to-day flexibility in establishing and adjusting priorities.
- Excellent ICT and data handling/analysis skills including speed, accuracy and competency with Microsoft Office software including Word and Excel.
- Excellent customer service skills.

KS4 Personal attributes and Organisational Cultural fit

- Commitment to an engaging resilient and positive approach.
- Capacity to work in a high-performing team, including a willingness to seek and respond to feedback and proficiency in the use of communication technology.
- Demonstrated capacity to maintain confidentiality and to demonstrate empathy and initiative.
- Attention to detail.
- Commitment to the Ballarat Clarendon College values and ethos.
- Possess a firm understanding of the school's operational, strategic, pastoral and curriculum focus across the year levels.
- Ability to think strategically.
- Ability to work under pressure, meet deadlines and follow through.
- Ability to deal with difficult situations/issues in a calm and professional manner.

KS5 Communication

- Ability to manage day-to-day interactions and routine transactions effectively and positively for resolution.
- High level of interpersonal skills, including ability to communicate effectively with individuals and groups and to handle sensitive information and issues appropriately.
- Excellent verbal and written English communication skills including the ability to produce work of the highest-level. Ability to communicate with students, parents, teachers, agents and visitors to the school.

general responsibilities

All staff have a requirement to:

- Foster and maintain effective working relationships to maximise successful outcome for the school.
- Comply with and complete all duties as required.
- Maintain and promote principles of occupational health and safety within the workplace, including taking appropriate action in relation to identified hazards and risks to ensure the safety of self and others at all times.
- Maintain and promote the principles of Child Safe Standards and requirements of Ministerial Order 870.
- Perform duties in accordance with the school's Critical Incident Management Plan.

Workplace Harassment and Bullying

Each employee has the right to a work environment free from any form of workplace harassment and bullying. From an employee's orientation and throughout their employment, each employee is obliged to apply Clarendon procedures and participate in appropriate education and training to contribute to a safe workplace

Quality Improvement

Each employee has a responsibility to commit fully to maintaining the Quality, Integrity and Service Standards of the school by:

- Ensuring that safety and quality initiatives are factored in to all activities.
- Ensuring that safety and quality is emphasised in all presentations/information sessions to staff and other stakeholders.
- Identifying areas of continuous improvement as appropriate.
- Actively participating in the review and continuous improvement of the quality and safety of children, including contribution to external accreditation processes.
- Ensuring that services provided meet external accreditation and auditing standards.
- Identifying and making recommendations on opportunity to improve processes, quality and safe service delivery outcomes on all services provided as appropriate.
- Adhering to community expectations, such as Clarendon being an equal opportunity employer.

Ongoing Employment Requirement

All employees are required to obtain the following documentation prior to commencement and maintain the following throughout the employment period:

- Valid Australian Work Rights
- Valid National Police Records Check
- Valid Working with Children Check Victorian employer category
- Current Victorian Drivers Licence
- Apply First Aid including CPR (HLTAID003)
- Anaphylaxis Management Training (22300VIC or 10710NAT).

child safe standards

Clarendon is a Child Safe School. We have a zero-tolerance stance towards all behaviours that may jeopardise this. We are committed to the protection of all children from all forms of abuse.

Clarendon is fully committed to the protection of children and young people during all school activities and environments both within and outside of school hours.

It is a requirement that all staff:

- Be aware of, understand and comply with the principles of the Child Safe Standards at all times.
- Ensure adherence to the school's Code of Conduct, Child Protection Policies, including the Child Safe Standards, and demonstration of behaviours in accordance with these.
- Undertake regular education activities in Child Safety.
- Be committed to providing a safe environment for all children, promoting physical, emotional and cultural safety.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position, nor is it intended to be all inclusive. Therefore, the position may be required or requested to perform other work or duties in addition to or not specifically listed here. The school reserves the right to modify this position description from time-to-time in order to meet the operational requirements of the school.

acknowledgement

I acknowledge I have read, understood and agree to undertake the responsibilities and requirements detailed in this position description.

Given the dynamic environment in which Ballarat Clarendon College operates, the Principal may alter the roles and responsibilities of the position at their discretion in order to most effectively serve the needs of the school.

Signed by the Employee: _____
(Signature) (Name) (Date)

As endorsed by

Signed by the Manager: _____
(Signature) (Name) (Date)