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<b>POSITION TITLE:</b>	Admissions Assistant
<b>Prepared:</b>	January 2017
<b>REPORTS TO:</b>	Registrar
<b>Prepared by:</b>	Head of Human Resources

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#### POSITION PURPOSE

The Admissions Assistant supports the Registrar in the administration of all enrolments and enrolment processes within the College. This role includes responsibility for international prospective student communications, from the point of initial contact through to admission and enrolment requirements.

#### POSITION STATUS

This is a permanent, full-time position, with four weeks annual leave plus the College closure days, usually four per year.

This position requires work outside normal office hours and requires the applicant to be prepared to travel internationally and nationally.

#### WORKING RELATIONSHIPS

- Registrar.
- Admissions Administrator.
- Director of International Programs, Marketing and Communications.
- This role requires liaison with a wide range of stakeholders including prospective families (national and international), staff and the wider College community.
- Regular liaison is also required with the College's network of international education agents, the College's international student health insurance provider, ELICOS providers, the Department of Immigration and Border Protection, Austrade and the Australian Educational Assessment Service.

#### KNOWLEDGE, EXPERIENCE AND SKILLS

- Outstanding customer service skills.
- Highly developed communication skills, particularly with people for whom English is an additional language, including an understanding of and respect for cultural differences, the ability to relate to people and to build empathy.
- Exceptional administration, organisational and time management skills with an ability to prioritise tasks, meet prescribed deadlines, and concurrently manage a number of competing tasks.
- Outstanding interpersonal skills, with demonstrated ability to build rapport and interact effectively at all levels of an organisation.
- A solutions-orientated person with an ability and desire to identify and bring about significant improvement, streamlining of processes, systems and record keeping.
- Excellent English language skills including grammar, spelling and punctuation.
- Advanced computer skills and literacy with skills in MS Office/Word/Excel/Query, electronic diary applications.
- Previous experience of Synergetic database strongly regarded.
- Highly developed keyboard skills and ability to format and present information accurately, quickly and logically.
- Previous experience working in the independent school sector an advantage.

## DUTIES AND ESSENTIAL JOB FUNCTIONS

Functions	Measure(s) of Success
<ul style="list-style-type: none"> <li>• Build relationships with prospective families seeking information about the College – respond to telephone, email and ‘walk in’ admission enquiries.</li> <li>• Maintain the College future student database with appropriate waitlist information and record of interactions.</li> <li>• Process online waitlist applications including transferring records accurately into the student database, scanning and coding supporting documentation, working through receipt and payment issues.</li> <li>• Arrange admission interviews for waitlisted families.</li> <li>• Generate reports and statistics as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Embraces a culture of excellence where prospective families and other key stakeholders receive a positive, memorable and welcoming first and ongoing impression of the College.</li> <li>• Focused on developing and continuing to build an excellent working knowledge of the offerings and culture of the College to enhance customer service provision.</li> <li>• Accurate recording of admission enquiries, application information, interactions and interview bookings.</li> <li>• Provision of admissions-related reports and statistics for administrative purposes as required.</li> </ul>
<p>Under the direction of the Registrar and the Director of International Programs, Marketing and Communications:</p> <ul style="list-style-type: none"> <li>• Represent the College at offshore recruitment fairs;</li> <li>• Liaise with local and international education agents and prospective families to promote the College and secure international student enrolments;</li> <li>• Administrative tasks associated with international student enrolments including enquiries, admission and pre-commencement processes;</li> <li>• Review ongoing, international marketing collateral for prospective families and education agents.</li> <li>• Conduct tours of the College for visiting international families.</li> </ul>	<ul style="list-style-type: none"> <li>• Assists the College to enrol high quality international students, meeting agreed/shared enrolment targets.</li> <li>• Effective and efficient management of enrolment processes and practices.</li> <li>• Builds quality relationships with international student families, local and international agents and other stakeholders.</li> <li>• Preparation of timely and accurate documentation and reports related to international student enquiries, applications, interviews, offers and enrolments.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist in the organisation of College Tour mornings. Preparation of information packs and attendee list data, completion of function forms, distribution of College survey.</li> <li>• Attend College Tour mornings where prospective international families are attending.</li> </ul>	<ul style="list-style-type: none"> <li>• Contributes to the successful organisation of College Tour mornings.</li> </ul>
<p>Transition Program.</p> <ul style="list-style-type: none"> <li>• Assist with the preparation and distribution of transition program information for incoming students.</li> <li>• Collect and collate pre-commencement information.</li> </ul>	<ul style="list-style-type: none"> <li>• Supports the provision of a smooth transition into the College for prospective students and their families.</li> <li>• Quality of relationships with colleagues (administrative and teaching staff involved in the admission of students).</li> </ul>
<ul style="list-style-type: none"> <li>• Lunchtime Main Reception relief as required.</li> </ul>	<ul style="list-style-type: none"> <li>• High level of client service provided at all times.</li> </ul>
<p>Any other tasks as deemed appropriate</p>	

## QUALIFICATIONS AND SKILLS

- The Admissions Assistant will hold appropriate qualifications and / or demonstrated knowledge and experience in a similar role.
- Demonstrates a passion and commitment to the vision and values of St Leonard's College.
- Presents a professional, positive, warm and welcoming persona.
- Demonstrates high levels of confidentiality. Cultivates credibility and honesty.
- Demonstrates a respect for and acceptance of differences in students, parents and staff.
- Displays empathy, enthusiasm, commitment and is highly motivated to contribute.
- Possesses a strong work ethic.
- Exercises ownership and concern for quality of own work reflected in accuracy and attention to detail.
- Operates effectively in a collaborative team environment.
- Establishes a rapport and builds strong relationships.

## GENERAL RESPONSIBILITIES

All staff are to be supportive of the St Leonard's College Mission Statement and to enhance the school's reputation as one with a warm and caring environment, characterised by efficiency, professionalism and a willingness to meet the individual needs of those within its community.

It is a condition of employment that all staff provide a Criminal Record check (if requested) and Working with Children check before their position will be confirmed.

- The College:
  - is an equal opportunity employer;
  - complies with the requirements of the Privacy Act;
  - has a strong commitment to OH&S;
  - will not tolerate harassment of any kind.
- Communication – effective, helpful and positive.
- Confidentiality – Protect the privacy and confidentiality of all personal information (staff/families/students).
- Teamwork – work together as a team to achieve the best results. Share information and collaborate across all sections of the College; trust, respect and support.
- Accountability – we do our work with honesty, integrity and enthusiasm.
- Performance – we perform to the best of our ability.
- Initiative – looking for opportunities to improve the way we work; flexible, adaptable and efficient.

All staff are expected to actively support these standards.

## **Child Safety and Protection Responsibilities**

St Leonard's College is committed to the safety and wellbeing of our students.

The College has zero tolerance for child abuse and is committed to the protection of all children from all forms of child abuse. In this context, the College implements a comprehensive Child Safety and Protection programme across the entire College community.

All staff are responsible for understanding and applying the College's Child Safety and Protection Policy and procedures including being compliant with the Child Safety Code of Conduct and being proactive in reporting any concerns or identified risk.

Where students are under staff care, there is an obligation to take all practical steps to protect students where a risk to students' safety has been identified.