



## St Leonard's College

# General Staff Position Description

**POSITION TITLE:** Admissions Assistant (Domestic and International)

**Prepared:** July 2018

**REPORTS TO:** Registrar

**Prepared by:** Head of Human Resources

### POSITION PURPOSE

The Admissions Assistant supports the Registrar and the Director of International Relations in the recruitment and 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 will require the applicant to be prepared to travel internationally and nationally.

### WORKING RELATIONSHIPS

- Registrar
- Director of International Relations
- Admissions Administrator
- International Homestay Coordinator
- Head of PLACE – Program for Language Acquisition and Cultural Engagement
- Regular liaison with a wide range of stakeholders including prospective families (domestic and international), international agents and providers, teaching and general staff and the wider College community.

### KNOWLEDGE, EXPERIENCE AND SKILLS

- Outstanding customer service skills and ability to promote the College to prospective families.
- Highly developed communication skills, particularly with people for whom English is an additional language, including an understanding of, and respect for cultural differences.
- 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, demonstrate empathy 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 - skills in MS Office/Word/Excel/Query, electronic diary applications.
- Previous experience in using Synergetic is strongly regarded.
- Highly developed keyboard skills and ability to format and present information accurately, quickly and logically.
- Previous experience in an admissions role in a domestic and/or international capacity in the independent school sector an advantage.

## DUTIES AND ESSENTIAL JOB FUNCTIONS

This full time position has a time allocation of 0.6 domestic and 0.4 international as related to the duties and essential job functions outlined below.

General Responsibilities
<p>Under the direction of the Registrar</p> <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>• Develop and continue to build an excellent working knowledge of the offerings and culture of the College;</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, receipt and payment information;</li><li>• Arrange admission interviews for waitlisted families;</li><li>• Administrative tasks associated with domestic and international student enrolments including enquiries, admission and pre-commencement processes;</li><li>• Generate reports and statistics as required.</li></ul>
Domestic Responsibilities
<p>Under the direction of the Registrar</p> <p>College Tour mornings</p> <ul style="list-style-type: none"><li>• Preparation of information packs and attendee list data, completion of function forms and distribution of College survey.</li><li>• Attend College tour mornings (including one Saturday morning each term, four in total per year).</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> <p>Scholarship Program</p> <ul style="list-style-type: none"><li>• Assist with enquiries relating to application, collation of applicant data, communication of results to applicants.</li></ul>

## **International Responsibilities**

Under the direction of the Director of International Relations:

- Represent the College at offshore recruitment fairs, approximately three to five per year, varying in length from 5 to 22 days;
- Liaise with local and international education agents, prospective families and other stakeholders to promote the College and secure international student enrolments;
- Ongoing review of international marketing collateral for prospective families and education agents;
- Conduct tours of the College for visiting international families;
- Organise AEAS testing and registrations for commencing students;
- Prepare documentation and reports related to international student enquiries, applications, interviews, offers and enrolments;
- Regular liaison is also required with the College's network of international education agents, including; the College's international student health insurance provider (BUPA), ELICOS providers, the Department of Home Affairs, the Department of Foreign Affairs and Trade, Austrade and the Australian Educational Assessment Service (AEAS);
- Assist with the preparation and distribution of transition program information for incoming international students;
- Assist with the facilitation of international student arrivals and departures;
- Assist in the planning of the orientation program for international students upon commencement.

Any other tasks and duties as deemed appropriate and as determined by the Principal or managers.

## **QUALIFICATIONS AND SKILLS**

The Admissions Assistant will

- hold appropriate qualifications and / or demonstrated knowledge and experience in a similar role;
- demonstrate a passion and commitment to the vision and values of St Leonard's College;
- present a professional, positive, warm and welcoming persona;
- demonstrate high levels of confidentiality. Cultivates credibility and honesty;
- demonstrates a respect for and acceptance of differences in students, parents and staff;
- display empathy, enthusiasm, commitment and be highly motivated to contribute;
- possess a strong work ethic;
- exercise ownership and concern for quality of own work reflected in accuracy and attention to detail;
- operate effectively in a collaborative team environment;
- establish a rapport and build 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 which is 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 (WWCC) or Victorian Institute of Teaching (VIT) 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.
- College Standards - all staff are expected to actively support the following standards;
  - 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.

## **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.