



Position Description

Position Title	Admissions Engagement Officer
Department	Admissions Team Community Engagement Department
Reports to	Admissions Manager
Direct Reports	N/A
Purpose and Objectives	<p>St Peters Lutheran College is the pre-eminent coeducational day and boarding school in Brisbane.</p> <p>The Admissions Engagement Officer is a key point of contact for prospective and enrolled families, delivering exceptional customer service throughout the enrolment and transition journey.</p> <p>This role coordinates tours and ensures timely and professional communication that strengthens family connections with the College.</p> <p>In addition to supporting the Admissions Manager, the position assists with admissions documentation, database processes, bulk communications, and compliance with College policies and procedures.</p> <p>The Admissions Engagement Officer contributes to a positive team culture, demonstrates initiative in managing priorities, and supports marketing and community engagement initiatives, upholding the highest standards of integrity, collaboration, and operational excellence.</p>
Key Accountabilities	<p>Engagement, Customer Service, Tours and Events:</p> <ul style="list-style-type: none">Coordinate a program of tours that engage new and enrolled families at key points in the enrolment process.Oversee transition and welcome processes for new families entering throughout the year (Term 2, 3 and 4).Attend and contribute to College promotional events, including Annual Open Day and Scholarship Testing Day, both held on Saturdays.Maintain accurate enquiry, engagement and communication records with future families.Ensure knowledge of the College is current and relevant.Respond to enquiries professionally and courteously.Correspond with families following confirmation of place to assist with retention and engagement.Prepare and send email communication following College visits and tours regarding commencement information and ad hoc enquiries for new starters. <p>Admissions Support and Administrative Duties</p> <ul style="list-style-type: none">Assist with sourcing and confirming enrolment documentation and other



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	<p>database processes</p> <ul style="list-style-type: none">• Support the Admissions Officer with bulk communications and place offers at key points in the year• Monitor the Admissions email inbox and ensure email enquiries are responded to within 24-48 hours, with appropriate language and messaging.• Provide cover relief for Main Receptionist role for regular morning tea and lunch breaks.• Undertake administrative processes and other tasks as directed for the effective achievement of College outcomes.• Ensure compliance with all College policies and procedures, including financial processes, health and safety, and professional conduct.• Perform other duties as requested by the Admissions Manager, Director of Community Engagement, Deputy Head of College and/or Head of College.
Selection Criteria	<p>These selection criteria will form the basis to assess applicants for short-listing and determine the successful candidate.</p> <p>Sc1: Administrative and Organisational Skills</p> <ul style="list-style-type: none">• Demonstrated ability to communicate effectively, initiate tasks, organise and prioritise administrative responsibilities.• Proven capacity to work autonomously and collaboratively to meet deadlines.• Strong written and verbal communication skills. <p>SC2: Digital and Data Management Skills.</p> <ul style="list-style-type: none">• High level of proficiency in Microsoft Office applications..• Ability to enter data accurately and undertake queries using a database (Synergetic).• Exceptional attention to detail and accuracy in all tasks. <p>SC3: Customer Service and Relationship Management.</p> <ul style="list-style-type: none">• Demonstrated ability to deliver outstanding customer service with professionalism and courtesy.• Flexible and collaborative approach to working with staff, students, and families, fostering positive relationships. <p>SC4: Qualifications and Experience</p> <ul style="list-style-type: none">• Minimum 2 years' experience in a similar administration position, preferably within a school environment.• Experience with school database system, e.g., Synergetic, is highly desirable. <p>SC5: Personal Attributes and Cultural Alignment</p> <ul style="list-style-type: none">• Demonstrated ability to exemplify care, dignity, and respect, delivered through high personal accountability for professional workplace conduct.



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	<ul style="list-style-type: none">Commitment to personal growth and excellence (Plus Ultra – More Beyond), aligned with the College's strategic and operational objectives and values. <p>SC6: Christian Ethos</p> <ul style="list-style-type: none">An understanding of, respect and demonstrable support for the College's Christian ethos.
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Job Details	
Position Status	Maximum Term
Hours of Duty	Full time - 38 hours per week Monday to Friday, ordinary hours from 7 am to 6 pm This role requires Saturday attendance for two annual College events.
Classification	School Officer Award Level 5
Annual Salary	\$80,573 to \$84,505 per annum plus Superannuation. Terms and Conditions – Please refer to the Employment Contract, which may or may not include reference to the Queensland Lutheran Schools Single Enterprise Agreement 2024 .
Superannuation	12.75% employer contribution from 1 July 2025
Location	St Peters Lutheran College – Indooroopilly 66 Harts Road, INDOOROOPILLY QLD 4068
Professional Behaviours	Applicants are expected to respect and uphold the College's Mission of "Excellence in Christian Co-Education", support the Christian ethos of St Peters Lutheran College, and uphold the Code of Conduct and Valuing Safe Communities standards. All employees are expected to demonstrate courtesy, co-operation and teamwork with fellow members of staff, and actively and effectively participate in reasonable directions provided.
Child Protection	All employees of St Peters are required to complete annual Child Safety Training. New employees must complete this training upon commencement, and/or provide certificate of completion from previous workplace. Employees must understand and adhere to the College's Child Protection Policy and Procedures.
Health & Safety	All employees are required to take reasonable measures to protect their own health, safety and wellbeing, and that of others, and to follow all reasonable Health and Safety policies, guidelines, and directions. Managers hold additional accountability for operational management of safe work practices in their area, including making appropriate resources, information, and training



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	available to their team members.
Policies & Procedures	Employees are expected to understand and act in accordance with St Peters policy and procedure documents that are available on the College's intranet, relevant legislation and directions within the employment contract and/or Queensland Lutheran Schools Single Enterprise Agreement and take the responsibility to maintain currency with these.
Compliance Requirements	Right to work in Australia Current Blue Card and/or Queensland College of Teachers Registration. Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance. Timely completion of mandatory training requirements and training relevant to their role.
Other Relevant Information	The College will conduct relevant and required applicant checks which includes and is not limited to, contacting current and previous employer(s) to substantiate employment history, past conduct and performance. St Peters Lutheran College aims to be a preferred employer by fostering and valuing diversity, ensuring equitable and fair treatment for all, and respecting and upholding human rights. The College is committed to increasing the participation rate of Aboriginal and Torres Strait Islander people through best-practice recruitment methods and producing positive training and employment outcomes for Aboriginal and Torres Strait Islander people within the wider communities. The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i> .
Further Information	Further information about St Peters can be found at www.stpeters.qld.edu.au