



Position Description	
Position:	Enrolments Coordinator
Load:	0.8 Time fraction
Campus:	Woodleigh School
Faculty/Department:	Enrolments
Reports to:	Director of Enrolments
Key Relationships:	Enrolments Office, Community Team, Parents
School Overview <p>Located on Victoria's Mornington Peninsula, Woodleigh School is an independent, coeducational school comprising two Junior Campuses, Minimbah in Frankston South and Penbank in Moorooduc and a Senior Campus in Langwarrin South.</p> <p>At the heart of a Woodleigh Education is our commitment to the holistic development of every student within our school. We provide a nurturing and challenging environment that supports students to develop the knowledge, skills and dispositions that they will need to thrive, at and beyond school. We aim to develop independent, resilient, creative and compassionate individuals who can find personal success in life, while making a positive contribution to the communities in which they live.</p> <p>At Woodleigh School, we see the development of academic learning, personal wellbeing and student engagement as being interdependent. As a result, we promote the development of student outcomes across the essential elements of learning: the understanding of concepts, the acquisition of knowledge, the mastery of skills, the development of productive attitudes, and the ability to perform meaningful tasks in real world settings. We understand that such deep learning is best cultivated in safe, supportive and respectful environments where students can take risks, question their assumptions, respond creatively, and explore new ways of thinking.</p> <p>Woodleigh School is an equal opportunity employer.</p>	
Position Summary <p>The Enrolments Coordinator plays a key role in supporting the growth and long-term sustainability of Woodleigh School by guiding prospective families through the enrolment journey. As the primary point of contact for enquiries, the Coordinator represents the Woodleigh brand with warmth, professionalism, and a strong customer-service focus.</p> <p>Working closely with the Director of Enrolments, this role is responsible for conducting engaging school tours, responding promptly to enquiries, nurturing families from initial interest through to commencement, and ensuring enrolment processes are followed accurately and consistently. The Coordinator maintains detailed records in the school's CRM systems, collaborates with internal teams, and contributes to enrolment and transition events across all campuses.</p> <p>Success in this role requires strong sales skills, excellent communication, a high level of organisation, and the ability to work both independently and collaboratively. The Enrolments Coordinator champions Woodleigh's values, demonstrates sound judgement when working with children and families, and actively promotes the benefits of a Woodleigh education.</p>	
Key Responsibilities <ul style="list-style-type: none">• Be a primary point of contact for prospective families hoping to join Woodleigh School.	

- Conduct group and private campus tours to inspire prospective families to apply for enrolment, providing authentic, accurate information on the opportunities provided at Woodleigh School.
- Provide exceptional customer service and information on the benefits of a Woodleigh education.
- Respond within the defined timeframes to all enrolment enquiries in a friendly, sensitive and professional manner.
- Nurture positive and supportive relationships with families throughout all stages of the enrolment process, from initial enquiry through to commencement, including proactively following up all expressions of interest to promote the school and support conversion.
- Build and maintain a sound working knowledge of the policies and procedures governing the enrolment process at Woodleigh School.
- Keep up to date on the benefits of a Woodleigh education across the whole school, including Penbank, Minimbah and Senior Campuses. Understand Woodleigh's offerings, including academic, co-curricular, community, camps, and Activities programs.
- Follow the Enrolment procedures, ensuring all records are up to date at all times, including record keeping within our CRM (Funnel) and student importation into TASS.
- Follow the Enrolments procedures around capacity based on gender and additional support that may be required for the prospective student.
- Sharing of information and documentation with other departments and maintaining strong communication with key stakeholders.
- Setting up and working Enrolment Events, which includes some outside of hours and weekend work.
- Support transition programs and associated events.
- Primarily based at the Senior Campus, the position will require you to work at all campuses, including Penbank and Minimbah Campuses.
- Other duties as required.

Selection Criteria

Skills:

- Strong sales skills.
- Demonstrated ability to represent the Woodleigh brand with professionalism at all times.
- Strong attention to detail with the capacity to work autonomously.
- Proven understanding of appropriate behaviours when interacting with children.
- Demonstrated initiative and effective problem-solving skills.
- Excellent time management and strong work ethic.
- Collaborative team member who understands the importance of community.
- Receptive to guidance and feedback, with a willingness to adjust approach to meet organisational expectations.

Experience:

- Exceptional written and verbal communication skills.
- Previous sales experience is highly regarded.
- Confidence and experience in selling to a group.
- High professional and ethical standards in managing confidential information.
- Ability to manage multiple tasks, adapt to change, and manage competing priorities.
- Experience in managing Customer Relationship Management (CRM) systems is preferred.
- Proficiency in Microsoft Office Suite, including Outlook, Word, Excel, and Microsoft Teams.
- Minimum of 5 years of experience in a customer service role.

Education and Qualifications:

- Successful completion of VCE or equivalent qualification.

Personal Qualities:

- Alignment with Woodleigh's values of Respect for Self, Respect for Others, and Respect for the Environment.
- Capacity to work independently with a proactive, solutions-focused mindset.
- Commitment to the School's co-curricular, experiential, and outdoor education programs.
- Strong interpersonal skills and ability to work collaboratively in a team environment.
- A drive for continual personal growth and excellence.
- Willingness to take direction, embrace innovation and support creativity in others.

Desirable:

- Experience using Digistorm's CRM (Funnel).
- Familiarity with TASS (The Alpha School System).
- Proficiency in Adobe InDesign.
- Previous experience working with children.

The Woodleigh Staff Member

An employee at Woodleigh School:

- Encourages a culture of mutual respect, inquiry, innovation and learning.
- Places an emphasis on the 5 Elements of the Woodleigh model for Personalised Learning in their professional practice:
 - Real world learning
 - Assessment for learning
 - Life-long learning
 - Student agency, coaching and mentoring
 - Wellbeing and engagement.
- Role models Woodleigh's 3 Rs: Respect for Self, Others and the Environment
- Communicate effectively with students and families about student learning
- Facilitates, designs and engages with effective collaboration across campuses.
- Provides timely feedback and collaborates with others to offer great customer service

Conditions of Employment

- A Working with Children's Check is required for this position.
- Woodleigh is an Equal Opportunity Employer and is committed to appointing staff on the basis of merit.
- At Woodleigh School we have a zero tolerance for child abuse and are committed to acting in children's best interests and keeping them safe from harm. All staff are to abide by the Child Safety Code of Conduct.
- It is a condition of employment that all staff take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- Child Safety training is required to be completed annually and other relevant training will be required to ensure school policy and procedure compliance
- All staff are required to observe and uphold all of Woodleigh's Privacy policies and procedures as implemented or varied from time to time.
- Woodleigh operates a smoke-free work environment.

Prepared by:	Director of Enrolments
Date prepared:	February 2026
Employee Signature:	
Date:	