

Enrolments Administrator

1. POSITION IDENTIFICATION

Title	Enrolments Administrator	Level	Grade 4 1.00 FTE with 3 weeks purchased leave during the end of Term 1, 2 and 3 school holidays and 4 weeks annual leave during Dec/Jan.
Campus	Shared Services - Carrum Downs, Tyabb and Mt Martha	Agreement/Award	Flinders Christian Community College Contract of Employment for General Staff. Educational Services (Schools) General Staff Award 2010
Reporting To	Enrolments Manager	Date effective	Immediate start available
Last updated	December 2025	Position No.	TBC

2. INHERENT REQUIREMENTS

Purpose

We bring hope and purpose to our community through Christian education.

Vision

To be a Transformative Christian Learning Community.

Values

We value:

- Love, Faith, Integrity, Humility, Grace, Excellence, Perseverance.

All employees at Flinders Christian Community College model and demonstrate the reality of the Gospel by the way they undertake their employment responsibilities and by the way they live. Every activity undertaken by the College must be characterised by love, mercy, forgiveness, reconciliation, humility and justice, all elements demonstrated by Christ's life, death and resurrection, which is the core of the Gospel.

Employees agree with the College's:

- Purpose, Vision, Values, Philosophy of Christian Education;
- Statement of Identity;
- Statement of Faith;
- Nicene Creed and Apostles Creed.

Employees shall have an in-depth knowledge of the ethos of the College (below) and the principles by which it operates, and must be willing to support these unreservedly.

3. CULTURE AND VALUES

Ethos

Employees are expected to:

- Uphold the practical demonstration of Faith in Christ, and the College's underlying Christian beliefs, in dealing with others
- Comply with Biblical standards of equity, justice, fairness and compassion in dealing with others inside and outside the College
- Act responsibly to protect the safety and security of our students and other employees at all times
- Encourage positive behaviours and attitudes in students and others that demonstrate respect for all
- Perform duties in a responsible and professional manner, with due regard for the College's policies and other legal requirements and obligations
- Exert responsible stewardship of College resources
- Promote and protect the College's reputation in the wider community
- Act appropriately when a conflict arises between the individual's personal interest and their duty to the College.

Employees must support the College values and policies, and conduct themselves in a way which is consistent with this ethos. Specific expectations of employees are detailed in the College's Policy Handbook which is located on the Colleges' intranet.

4. RISK AND COMPLIANCE

It is the responsibility of every employee to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, students and the college. This position description is subject to the Risk Management Strategy/Policy and OHS Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices. To that end the following are also requirements of this role:

- a. Report all hazards observed including any potentially unsafe work practices;
- b. Report all incidents of injury or near miss;
- c. Actively Participate in all professional development and training regarding Risk management and OHS;
- d. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to the College.

5. CHILD SAFETY

Our College is committed to child safety. We have zero tolerance of child abuse. Our robust HR practices are strictly adhered to ensure that all employees understand their obligations with respect to Child Protection and the College's commitment to keeping our children safe.

6. PURPOSE OF POSITION

Administration duties, co-ordination of Enrolment process and support to Enrolments Manager to ensure management of all Enrolment documentation capturing, processing and storing of student data. Ongoing coordination support of all Enrolments campaigns and events.

7. WORKING RELATIONSHIPS

Reports to: Enrolments Manager

Indirect Reports: N/A

8. ACCOUNTABILITIES AND RESPONSIBILITIES

Customer Support

Provide customer focussed support to staff, parents, students and suppliers by providing high level and accurate information

- Provide professional customer service to the new and existing families/students and the College community.
- Present an excellent first point of contact to school community
- Efficient and timely resolution of enquiries, phones calls etc
- Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration
- High level interpersonal Interaction with internal and external stakeholders via all forms of communication consistent with College values, and embeds values in the organisation by the interaction

Administration

Administration of all enrolment applications and supporting documentation for future, current and past students within the Flinders systems.

- Working with Enrolment Manager and sub-schools to fulfil enrolments applications and processing of necessary documentation
- Liaison with families to follow-up on outstanding documentation for enrolments.
- Liaison with sub-schools to follow-up on any documentation for enrolments.
- Knowledge of all offerings and programs across both Campuses and across all sub-schools together with any co-curricular activities.
- To act as an ambassador for Flinders providing exceptional customer service with aim to attract and retain customers

Events

Support Enrolment Manager with Enrolment event management

- Support and coordinate College event schedule for Open days
- Support and coordinate diaries of Sub-school, Head of Camps and Enrolment Manager for Open Days and tours

Behavioural Expectations

Treat everyone equitably; act fairly with staff, families, students, the community and demonstrate respect for diversity

- Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration
- Interaction with internal and external stakeholders via all forms of communication is consistent with College values, and embeds values in the organisation by the interaction

9. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

Essential knowledge:

- 5 – 10 years' experience in Administration
- Previous experience in an educational setting would be highly advantageous.
- High-level competency in the use of Microsoft Office suite, online resources and database solutions.
- Experience in the use of Education systems ie Synergetic and Funnel would be highly advantageous.

Skills:

- Capability to determine objectives for effective workflow management.
- Excellent organisational and time management abilities.
- Excellent interpersonal skills

- Ability to work within tight time-frames and in a fast-paced environment
- Strong attention to detail;
- Ability to work autonomously taking direction as needed
- Ability to plan and coordinate multiple tasks in a timely manner;
- Ability to independently solve a range of ad hoc and recurring problems;
- Advanced computer skills (including MS Office, PowerPoint, Excel; data-bases and management systems)

Attributes:

Communication

Clearly convey information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand the message. Strong communication and interpersonal skills with the ability to modify your approach to accommodate various situations and the individual needs of students and their families.

Teamwork/collaboration

Developing and using collaborative relationships to facilitate the accomplishment of work goals. Demonstrate high level interpersonal skills and professional behaviour including the ability to be able to communicate appropriately and effectively with parents, students and colleagues. Ability to work as a member of a team within all levels of the College.

Initiative

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive. To actively contribute to the enhancement and development of administration at the College.

Customer Focus

Making College Community and their needs a primary focus of one's actions; developing and sustaining productive customer relationships. Ability to clearly communicate changes in procedure to both staff and students and parents as they arise.

Managing Work Priorities

Effectively managing one's time and resources to ensure that work is completed in an effective and timely manner. Ability to stay calm under pressure and be flexible to handle unexpected circumstances.

Planning and Organising

Establishing courses of action for self and others to ensure that work is completed efficiently. Ability to multi-task and be flexible in a busy environment.

Living the vision and values:

Keeping the vision and values of Flinders Christian Community College at the forefront of decision-making and action.

10. POSITION DIMENSIONS

NUMBER OF STAFF DIRECTLY REPORTING TO POSITION	Nil
EXTENT OF DELEGATED AUTHORITY	
LOCATIONS	Carrum Downs, Tyabb and Mt Martha (as required)
ALLOWANCES/SPECIAL CONDITIONS	N/A
SPECIALISED EQUIPMENT/SPECIAL LICENCE REQUIREMENTS	WWCC Mandatory Reporting and Other Obligations eLearning Module
OTHER IMPORTANT DIMENSIONS	Nil