



Position Description

Title: Enrolments and Administration Assistant

Reports to: Enrolments Manager

Date: February 2023

Tenure: Full Time 8.00am – 4.00pm

Genazzano FCJ College is a high performing Catholic day and boarding school providing a co-educational 3 and 4 year old kindergarten facility and girls' only education commencing from Prep to Year 12.

Reflecting the ideals and values of FCJ education, Genazzano aims to promote the spiritual, moral and academic formation of its students so that they develop into women of faith and strength with the capacity to provide leadership in the broader community. Academic formation of our students occurs within a rigorous intellectual framework. We aspire to the pursuit of excellence in all areas of College life.

Position Objective

The Enrolments and Administration Assistant will provide direct administrative assistance to the College and Enrolments Manager. Included in the primary duties, will be supporting the Junior School reception, managing the data base, other administrative duties associated with the College, enrolment enquiries and the processing of enrolment applications. Providing professional and welcoming customer service to current and prospective families is paramount, as is the requirement to respond efficiently to all communications.

Key Responsibility Areas

- To manage the Junior School reception area, providing customer service and administrative assistance effectively and efficiently to students, staff, families and visitors and ensure coverage at all times.
- Answer calls, assist with requests, message taking and responses in a timely manner.
- Provide essential care to unwell or injured students as necessary. Prepare relevant incident reports, update Synergetic medical module and liaise and report to the College Nurse when support and guidance is required.
- Organise the distribution of student information, publications and student messages.
- Maintain student attendance for students; entering information into Synergetic, reconciling student absences, liaising with parents regarding unexplained absences and maintaining the sign in / sign out register.

- Assist with the maintenance, processing and storage of records in accordance with College guidelines. Update all student and family details and other data as required.
- Maintain the stationery and photocopy requirements for the Junior School Team, including ordering and maintaining stock.

Enrolment Assistance

- Ensure prospective students/families receive a positive, affirming experience from initial enquiry and through every stage prior to and during entry into the College so that strong parental engagement is achieved.
- Assist the Enrolments Manager with documentation, data processing, file management, communication, interview information, tour coordination, testing and scholarship paperwork relating to enrolments at the College.
- Provide admissions administrative support to the Enrolments Manager, by responding to requests received via the website, phone, email or other.
- Maintain enrolment data and information in accordance with Government, Catholic Education Melbourne and College policy requirements.
- Assist with compilation and dissemination of promotional materials and providing support as required to the Development Office at Open Mornings and Open Day events.
- Assist with the preparation of enrolments reports and data analysis where required.
- Ensure all relevant promotional material and enrolment collateral for enquiries and for attendance at off-site field day events are readily available. Liaise with the Development office for this.
- Ensure all prospective student files are maintained in accordance with College policy.
- Scan and upload all relevant enrolment documentation to the College data base and assist in follow up prospective families where applications are not complete as directed by the Enrolments Manager.
- Assist in the preparation of forms, correspondence and documentation for the scholarship program, including updating the scholarship portal and liaising with the Development Team to update the College website.
- Assist in the coordination of requirements associated with the annual scholarship application and testing process.
- Ensure each student file reflects details of the scholarship offered and accepted.
- Provide general clerical duties and support to the Enrolments Manager, including future family correspondence and enrolment fee payment administration tasks.

Administration Assistance

- To support the Dean of Junior School with reception and administrative duties.
- To assist with the preparation and organisation of Junior School Special Events, by liaising with the Events Coordinator/Development Office to ensure dates and venues are secured and all requirements are requested well in advance of the events.
- To assist with the preparation and editing of documentation, associated with the Junior School. To liaise with the Development Office regarding the branding and publication requirements of such materials.
- This role description is not intended to be all-inclusive and the employee will also undertake other administrative and secretarial tasks as required by the Principal, Director of School Services and Director of Development.

Organisational Relationships

- The Enrolments and Administration Assistant reports to the Enrolments Manager
- Internal relationships will be maintained with the Principal's Office, Development Office, the College Executive, teaching and non-teaching staff.

Accountability & Extent of Authority

- The position is required to provide service, support and assistance to the College in a timely and professional manner in accordance with the various College policies and procedures. The role requires multi-tasking and an ability to meet deadlines and customer service objectives.
- Whilst a high degree of creativity, initiative and resourcefulness is required in this position, decisions on proposals or drafted documentation must be made in accordance with the specific direction of the relevant College personnel.

Skills, Knowledge & Selection Criteria

- High quality administrative skills and experience: the ability to write letters, reports and general correspondence/ emails.
- Ability to manage multiple and competing demands.
- Ability to work with minimum supervision.
- Superior data base administration skills. Use of the Student Data Base. (Synergetic or a similar school based program) in a previous role would be advantageous.
- Demonstrated experience in operating a reception desk- with superior customer relationship focus.

- Superior written and verbal communication skills.
- Excellent interpersonal skills and ability to relate to all sections of the Genazzano community.
- Excellent interpersonal skills, including a courteous, professional and helpful manner, demonstrated high level customer service skills with both internal and external customers, and an aptitude for working with children and young people
- Projection of a positive image and has a professional appearance.
- Demonstrated ability to be multi-task orientated, manage priorities, to be self-motivated and able to work as part of a team.
- Ability to deal with sensitive situations and resolve conflicts as they arise in day to day work and to work well under pressure.
- Maintain discretion and confidentiality about all College related matters.
- Demonstrated proficiency when performing routine administrative functions.
- Demonstrated willingness to work flexibly across a range of tasks to meet the needs of the College.
- Experience with Windows and Microsoft Office suite. Previous experience working in an educational environment would be advantageous.
- Current Working with Children Check and Police Check.
- First Aid Qualifications are desirable.

Conditions of Employment

- Conditions and benefits of the Victorian Catholic Education Multi Enterprise Agreement 2018 will be applicable to the role and salary will be negotiated according to qualifications and experience.
- This contract full-time position attracts pro-rata 7 weeks school holiday leave (Category C position) with 1 week taken during Terms 1 – 3 holidays and 4 weeks during Term 4 holiday period.
- Hours: 8:00 am to 4.00 pm (30 minutes for lunch).