

Position Description

Position Title	Enrolments & Events Officer
Department	Corporate
Reports to	Operations Manager
Key Reports	N/A
Overview {Primary Purpose of Role}	<p>The position of Enrolments & Events Officer is to provide support to the Enrolments Registrar to ensure high quality customer experience through the enrolment process including facilitation of enrolment events and the administrative processes of enrolment applications.</p> <p>Working under the broad supervision of the Enrolments Registrar and reporting to the Operations Manager, you will actively contribute to a positive workplace culture and ensure that you achieve highest standards of performance and integrity, and foster genuine partnerships across all levels of stakeholders to deliver College outcomes.</p>
Key Accountabilities	<p>Lead Tours and Events: Guide individual and group tours for prospective families, organising logistics like Eventbrite registration, calendar invites, tour routes, run sheets, signage, and coordinating staff and student involvement. Collaborate with student leaders to align their participation with academic priorities. Support promotional events like Open Days, and assist with external promotional activities, occasionally working beyond regular hours as arranged with the Enrolments Registrar/Operations Manager.</p> <p>Marketing and Promotion: Plan, market, and promote tours and events, ensuring the creation and distribution of promotional materials (e.g., bags, pens, guides, balloons) and updating Synergetic with relevant event data for prospective families.</p> <p>Enrolment Application Processing: Accurately input applications into Synergetic, including medical information, emergency contacts, address updates, contact changes, sports house, and class assignments. Follow up on incomplete or outdated information, contacting families by phone or email as needed, and ensure all documents are scanned and stored correctly in the system.</p> <p>Data Management and Reporting: Maintain the Synergetic database by removing outdated enquiries or cancelled applications, updating Visa and citizenship details monthly, and compiling necessary reports. Archive all relevant documents in DocMan, and support the Enrolments Registrar with data extraction for reports, including those for Census.</p> <p>Interview Coordination: Schedule enrolment interviews, liaising with heads of sub-schools, exceptional learners, and the principal, and send timely email confirmations</p>

	<p>with maps and instructions. Document interview notes in Synergetic and archive correspondence.</p> <p>Offer Processing: Prepare and send place offer letters, along with all relevant enrolment documents (e.g., Enrolment Contract, Technology Use Agreement, Medical Details Form). Track confirmation deadlines, follow up as needed, and ensure complete audit trails by recording in Synergetic and DocMan.</p> <p>Communication and Collaboration: Monitor enrolment-related inboxes, send bulk emails about the enrolment process, orientation, scholarships, open days, and group tours, and foster effective communication across departments impacting enrolments.</p> <p>Administrative Support: Assist other administrative staff, including reception, as needed. Provide data and reports to the Enrolments Registrar and help with any other tasks assigned by the Enrolments Registrar, Operations Manager, or Head of Springfield.</p> <p>Christian Ethos and Code of Conduct: Uphold the College's "Excellence in Christian Co-Education" mission, integrating Christian values and adhering to the Code of Conduct, Valuing Safe Communities, and Health and Safety policies. In a leadership role, manage safe work practices, ensuring team members have the necessary resources, information, and training. Comply with all employment contract policies and the Lutheran Schools Single Enterprise Agreement, and actively engage in fulfilling reasonable directives provided.</p>
Committee Membership:	N/A
Selection Criteria:	<p><i>These selection criteria will form the basis to assess applicants for short-listing and determine the successful candidate. It is inclusive of essential knowledge, skills, experience and behavioural competencies.</i></p> <p>Experience and qualifications</p> <p>SC1 – Qualifications</p> <ul style="list-style-type: none"> • Tertiary qualifications, preferably at degree level, in a field relevant to position requirements or a combination of qualifications equivalent knowledge and experience • Tertiary qualifications at degree <p>SC2 – Experience and Knowledge</p> <ul style="list-style-type: none"> • Demonstrated successful experience working in a college or school senior or designated enrolment role or in a similar role requiring a similar skill set. • Strong knowledge and understanding of enrolment processes in educational settings.

	<p>Skills and Attributes</p> <p>SC3 –Excellent interpersonal skills with proven ability to communicate sensitively and confidentially to a range of stakeholders with differing needs and build relationships with current and prospective parents, students, colleagues and other external parties.</p> <p>SC4 - Demonstrated ability to work autonomously and collaboratively to deliver work activities and meet tight deadlines, with proven ability to think ahead, apply analytical skills to solve service delivery issues.</p> <p>SC5 - Capability to analyse and trend data use of Microsoft Office Suite to tools, and provide relevant reporting within a school enrolments context.</p> <p>All Employees</p> <p>SC-E1 - Personal capabilities</p> <ul style="list-style-type: none"> • Demonstrated ability to exemplify care, dignity and respect, delivered through high personal accountability for professional workplace conduct. • Demonstrated commitment to reach their own potential (Plus Ultra) and in manner that aligns with the College’s strategic and operational objectives and values. <p>SC-E2 – Christian Ethos An understanding of, respect and demonstrable support for the College’s Christian ethos.</p>
Terms and Conditions	<p>Classification – School Officer Level 4</p> <p>Salary – refer to Enterprise Agreement</p> <p>Tenure – Permanent part time - 0.6FTE</p> <p>Terms and Conditions – Please refer to the <i>Queensland Lutheran Schools Single Enterprise Agreement 2020</i>.</p>
Location	St Peters Lutheran College - Springfield

Professional Behaviours	<ul style="list-style-type: none"> • 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 demonstrate courtesy, co-operation and teamwork with fellow members of staff. • Uphold Code of Conduct and Valuing Safe Communities standards • Actively and effectively participate in reasonable directions provided
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Child Protection	All employees of St Peters are required to familiarise themselves with and adhere to the College’s Child Protection Policy and Procedures, and complete annual Child Safety Training.
Health and Safety	<ul style="list-style-type: none"> • 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 available to their team members
Policies and 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 <i>Queensland Lutheran Schools Single Enterprise Agreement</i> , and take the responsibility to maintain currency with these.
Compliance Requirements	<p>Current Blue Card</p> <p>Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance.</p> <p>Timely completion of mandatory training requirements and training relevant to their role</p>
Other relevant information	<p>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.</p> <p>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.</p> <p>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.</p> <p>The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i>.</p>

Further information about St Peters can be found at www.stpeters.qld.edu.au

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