



GEELONG GRAMMAR SCHOOL®

EXCEPTIONAL EDUCATION

POSITION DESCRIPTION

POSITION: Senior Admissions Officer

DEPARTMENT: Admissions

REPORTS TO: Admissions Manager

DATE PREPARED: October 2024

WORKING ENVIRONMENT

Geelong Grammar School is one of the world's leading coeducational boarding and day schools offering exceptional education to all of its students, from Early Learning to Year 12. Geelong Grammar School seeks to inspire its students and community to thrive and make a positive difference through its unique and transformational education. Geelong Grammar School has four campuses:

Bostock House (approximately 100 students). Situated in the Geelong suburb of Newtown, this campus caters for day students from Early Learning to Year 4. After Year 4, students from Bostock House proceed to Corio. The Bostock campus has approximately 17 full time and part time teaching and support staff.

Toorak (approximately 320 students) is located in Melbourne. It caters for day students from Early Learning to Year 6. After Year 6, most students proceed to Corio. The Toorak campus has approximately 50 full time and part time teaching and support staff.

Corio (approximately 920 students) offers day, day boarding, weekly boarding and full boarding in Years 5 to 8 (Middle School) and day and full boarding in Years 10 to 12 (Senior School). About 70% of Corio students are full boarders. Approximately 100 staff (nearly all teaching) reside on the campus, with 30 accommodation units being connected to boarding houses, and the remainder consisting mostly of free-standing residences. The campus is like a small community with its own (large) kitchen/dining facilities, a medical centre (9 beds), chapel and maintenance workshops and comprehensive educational infrastructure. The campus also provides high level sport, recreational, training and performance facilities used by the School community. The Handbury Centre for Wellbeing provides a gymnasium, indoor swimming pool, dance studio and multi-purpose playing courts and the (SPACE) provides "State of the Art" auditoriums, performance theatres, creative education hubs and display spaces that utilise the latest in technology.

Timbertop (approximately 245 students) is a boarding campus for all Year 9 students, located near Mt Buller in Victoria's Alps. All teaching staff live on the campus and students spend the entire year at Timbertop taking part in hiking, recreational and community service activities.

ADMISSIONS TEAM

The Senior Admissions Officer is a member of the Admissions team and reports to the Admissions Manager. The Admissions team is responsible for managing the School's admissions and enrolment processes across all four campuses. As the first point of contact for prospective families, the Admissions team has a customer service focus, providing accurate and engaging information about the School and the enrolment process.

The Admissions team collaborates with the Head of Marketing and Enrolments to develop and implement an exceptional customer journey to optimise conversion from enquiry to enrolment. This includes assisting with the co-ordination of interstate and overseas enrolment information sessions, regional field days and school expos, discovery days and campus tours.

The Admissions team supports the School's extensive Scholarship programme throughout the application process. It develops and implements enrolment processes and procedures, ensuring the integrity, consistency and accuracy of all new student data entered into the School's database. It also assists with collating and analysing enrolment data and statistics for internal forecasting and government audits. The Admissions team is part of the Department of Community Engagement, which engages with the wider Geelong Grammar School community through activities that foster connection, trust and advocacy to achieve sustainable enrolment and fundraising outcomes.

POSITION OBJECTIVES:

The Senior Admissions Officer plays a vital role within the Admissions team, with a focus on providing an exceptional customer experience for prospective families. The Senior Admissions Officer will work closely with the Admissions Manager to administer the School's admissions and enrolment processes, including conducting interviews with future families, leading campus tours, and analysing enrolment data. The Senior Admissions Officer will also deputise for the Admissions Manager and will contribute to the strategic direction and development of the Admissions team.

KEY RESPONSIBILITIES:

- Deliver an exceptional customer experience for prospective families by collaborating with colleagues (both in the Admissions team and across the School) to provide accurate and engaging information, answer queries, and progress the enrolment process;
- Conduct enrolment interviews with prospective families, including scholarship interviews;
- Conduct campus tours, showcasing the School to prospective families;
- Oversee administration tasks associated with the enrolment process, including preparing correspondence and data entry;
- Analyse and report on data and statistics for enrolment forecasting, government reporting;
- Deputise for the Admissions Manager (as required);
- Support the development and implementation of enrolment processes and procedures;
- Assist with planning and coordination of Admissions events, including enrolment information sessions, regional field days, school expos and discovery days;
- Build strong working relationships across the School, leading and contributing to team meetings and supporting Community Engagement activities as required; and
- Assist with onboarding of new students and families.

ORGANISATIONAL RELATIONSHIPS:

The Senior Admissions Officer is a member of the Admissions Team, reports to the Admissions Manager and works closely with a number of key contacts internal and external to the School:

Internal liaisons

Head of Marketing & Enrolments
Community Engagement Team
Heads of Campus
Teaching staff
Academic Office

External liaisons

Prospective families
International education agents
Relevant government agencies

KEY SELECTION CRITERIA:

- Excellent interpersonal and communication skills (both oral and written);
- Proven capacity to build relationships with people at all levels (both within and outside the School);
- High level of discretion and ability to handle confidential information with utmost professionalism;
- Excellent organisational and time management skills;
- Well-developed administrative and IT skills, including experience in managing/using filing and administrative systems;
- Strong attention to detail, ensuring accuracy and consistency in processing enrolment applications and managing data;
- Proven capacity to work collaboratively within a team and to actively support team members;
- Previous experience working within a school environment and knowledge of admissions and enrolment processes would be a distinct advantage;
- Knowledge and understanding of international student regulations and compliance requirements would be desirable; and
- Flexibility and adaptability to thrive in a dynamic and evolving educational environment.

QUALIFICATIONS AND EXPERIENCE:

Mandatory

- Relevant tertiary qualifications and/or significant experience in a similar customer service role.

Desirable

- Experience in an educational/non-profit environment;
- Experience using Synergetic or similar database;
- Knowledge of admissions and enrolment processes; and
- Understanding of international student regulations and compliance requirements.

OTHER REQUIREMENTS AND OUT OF HOURS EXPECTATIONS

- Attendance at School events outside of usual work hours may be required (for example Staff Conference dinner).
- Work on public holidays within Term time may be required on occasion.

OUR COMMITMENT TO STUDENT SAFETY:

Geelong Grammar School is committed to the safety of all students and has a zero tolerance of student abuse.

COMMITMENT TO POSITIVE, ADVENTURE AND CREATIVE EDUCATION:

Geelong Grammar School is committed to experiential learning with and through nature and Creative and Positive Education.

All new members of staff are required to attend our Discovering Positive Education training course within their first two years of employment at the school. Staff also have the opportunity to participate in ongoing Positive Education training throughout the year.

WORKING WITH CHILDREN CHECK & NATIONAL POLICE CHECK

All employees of Geelong Grammar School must hold a Victorian Working with Children Check (Employment) prior to appointment, and National Police Check completed within three (3) months prior to appointment.