

POSITION DESCRIPTION

Position title	Admissions Officer
Reports to	Operation Manager

Purpose of position

The Admissions Officer is the foremost point of contact for prospective families and plays a pivotal role in promoting the School. They provide excellent and responsive customer service, systematically and efficiently handling the application process and communication with candidates and their parents. The Admissions Officer is a key member of the Operations Team and reports to the Operations Manager.

Key responsibilities

Enquiries & Enrolment

- Manage the enrolment process for all Kindy to Year 12 students from enquiry through to commencement including the administration of all enrolment documentation
- Present the school to prospective students and parents through campus tours, video link and written communication
- Maintain enrolments and enquiry databases to ensure they remain accurate and up to date, with all relevant information captured.
- Generate letters of offer, letters and communications related to Admissions
- Ensure all admissions documents are submitted, and share completed applications with the heads of school, coordinators, EAL and Learning Support staff as required for decision making around student support
- Ensure the admissions process is non-discriminatory and inclusive, and aligned with relevant legislation on the enrolment of students with learning needs
- Manage the enrolment process for international students including PRISMS, Visa and CRICOS requirements from enquiry through to commencement.
- Consult with the Accounts Officer to ensure accountability and accuracy of fees for applications and offers
- Keep up to date and informed of current education legislation and trends relating to enrolment
- Manage process of withdrawal/exiting students, including student transfers, testing for other schools and exit feedback
- Plan, schedule and conduct regular school tours for prospective families. Coordinate the involvement of other staff as required.

Reporting & Analysis

- Keep relevant statistics on all aspects of admissions and prepare an Admissions Report monthly, and enrolment predications as required
- Share feedback and insight on factors affecting enrolments.

- Be fully conversant with the (federal government) enrolment and reporting process of CRICOS overseas students and manage the school's regulatory ESOS Act 2000 compliance
- Provide enrolment statistics to assist State census, school's marketing campaigns and school strategic direction
- Overall responsibility for the integrity of all student data for the school's database (e.g., Visa expiry dates)

Evaluation & development

- Maintain and enhance enrolment policies and procedures to maximise the efficiency of the enrolments process and the experience of prospective families.
- Seek and compile feedback from families on the enrolment process to determine levels of satisfaction and opportunities for improvement.
- Maintain a current understanding of the School's key points of difference, operations, curriculum, co-curricular activities and future plans in order to provide prospective families with the most accurate and appropriate information.

Orientation & Communications

- Understand, be aligned with and communicate passionately ISWA's programmes, purpose and commitments and points of difference.
- Oversee the orientation process for new students, including overseeing the student buddy program and liaising with the Parents Association to support new families.
- Encourage student advocacy, voice and leadership, including working with the Student Ambassadors to lead tours, and Buddies for orientation.
- Work with the Parent Association to enhance community communications, relations and events related to admissions
- Liaise with the Marketing and Communications Officer in the preparation of student recruitment promotional materials such as digital and social media releases, brochures and handbooks.
- Oversee the Admissions budget
- Actively participate in identified professional learning opportunities.
- Keep appropriate staff informed of student movements – commencements, transfers and withdrawals.

Other responsibilities

- Adhere to school policies and procedures, particularly as relates to Child Safe Code of Conduct, Privacy and Data Handling.
- Participate in our Wellbeing programme and other professional development
- As a team member perform playground duty, attend school events, generally be involved in the life of the school.
- Any other duties as may reasonably be required by the Principal

Key Performance Indicators

- Meeting of enrolment targets
- High enquiry to enrolment conversion
- Positive experience feedback from new families

Qualifications and Experience

- Bachelor's Degree OR Administration Diploma / Certificate
- Experience relating to the responsibilities identified, preferably in Admissions and/or Teaching
- Outstanding communication and interpersonal skills; welcoming and empathetic
- Experience in and enthusiasm for dealing with a diverse range of people in a friendly, engaging and culturally aware manner
- Strong organisational skills, including the ability to prioritise and manage multiple tasks concurrently and meet deadlines in a busy environment
- Proficiency in the use of Microsoft Office suite, analysis and charts, and the capacity to become proficient in the school databases
- A desire to learn and to promote learning
- An understanding of transitions, pedagogy and how learning takes place
- The ability to work effectively both independently and as a positive and collaborative team member
- The ability to build strong relationships across the ISWA Community
- Previous international school, understanding of IB programmes and the ability to communicate in languages other than English are highly desirable

Employee Sign Off

I have read and understand the requirements of this position. I acknowledge that this Position Description document has been designed to indicate the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.

Name		Principal	
Signature		Signature	
Date		Date	