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## POSITION DESCRIPTION

**Position:** Head of Admissions

**Classification:**

**Reports to:** Director of Community Relations

**Tenure:** Ongoing

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The Head of Admissions is responsible for managing the enrolment process for the College, including analysis and maintenance of a database for enrolments, student movement and future planning. The role is expected to have full knowledge of the College Enrolment Policy and keep abreast of Head of Admissions' issues and guidelines. The incumbent will demonstrate professionalism and friendliness, as a public face and voice of the College, particularly as the first contact for future students and their parents.

**KEY RELATIONSHIPS:** Director of Community Relations, Staff, Parents, Students, Potential Students, Education Sector. Finance Officer, Senior Administrative Officer, Director of Corporate Services and Principal

The outline of this role is as follows:

### 1. MAIN RESPONSIBILITIES

- Manage the enrolment process from enquiry to acceptance.
- Ensure the enrolment process maximises the conversion rate of enquiries into enrolments.
- Maintain and update enrolment records in the EnrolHQ database and future student records in Synergetic.
- Provide exceptional service through all communication channels (telephone, email, website, and in-person).
- Ensure all enrolment enquiries are followed up promptly and efficiently.
- Maintain contact and connections with families who have made initial enquiries regarding potential future enrolments.
- Develop and maintain strong relationships with prospective families.
- Act as a welcoming face and voice of the College, guiding families through their enrolment journey.
- Provide the Director of Community Relations with comprehensive analysis of student movement data.
- Report on enrolment numbers, reasons for withdrawals, and factors affecting enrolment.
- Liaise with key personnel responsible for the strategic development of marketing and communications initiatives.
- Perform other duties as required.

### 2. SELECTION CRITERIA

#### Essential

- Model and maintain the Catholic and Mercy ethos and traditions of the College
- Previous experience in a comparable role
- Excellent written and verbal communications skills with a high level of attention to detail.

- Strong organisational, time and workload management skills, including the ability to prioritise and meet deadlines
- High level computer literacy and proficiency in Microsoft Office applications and specified software programs
- Demonstrate professional and collegial relationships with colleagues
- Effective communication, customer service and interpersonal skills to present a professional, personal and knowledgeable image
- Diplomatic and discreet and able to maintain confidentiality
- Capacity to maintain professional relationships with organisations on behalf of the College where necessary
- Ability to work independently and as a member of a team
- Demonstrated understanding of appropriate behaviours when engaging with children
- Demonstrated understanding and practice of respect for people across a range of backgrounds and cultures

#### **Desirable**

- Experience in Synergetic
- Tertiary qualifications or a related discipline
- Teaching background

### **3. TERMS OF EMPLOYMENT**

- Occasional evening and/or weekend work will be required
- Attendance at field days
- 5 weeks leave
- Working with Children Check (WWC) required
- National Criminal History Check (as issued by the Department of Education WA)

Date Reviewed: July 2024