

Position Description

Enrolments Officer



To work in a Loreto school is to be part of a vibrant tradition reaching back to 1609 when Mary Ward established the Institute of the Blessed Virgin Mary (IBVM).

The Loreto Schools of Australia Mission Statement (2010) embodies this vision:

Loreto schools offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service.

Employment Type: Part Time: Term Time plus three (3) weeks, Twenty-Five (25) hours per week.

In reference to term time, this refers to the student weeks of attendance. The additional three (3) weeks will be worked as follows:

- Two (2) weeks prior to commencement of students Term One
- One (1) week following the end of Term Four

Hours of Work: 8.30am – 2.00pm (includes 30min unpaid meal break), Monday to Friday.

A variation to start and finish times will be required on days of enrolment-related events, including the Parent Orientation information Evenings for Years 5 and 7, and Open@Twilight.

Direct Reports & Relationships

The Principal is the employing authority and delegates management of this position to the Director of Finance and Business Operations through the Manager, Community and Partnerships.

The Enrolments Officer:

- works under the general direction of the Manager, Community and Partnerships
- is not responsible for the supervision of any other staff member

Position	Enrolments Officer
Responsible to	Director of Finance and Business Operations
Reports to	Manager, Community and Partnerships
Works with	Enrolments Registrar Parents/Carers College Leadership Team Internal and External Stakeholders
Updated	May 2025

Remuneration

The position is classified as Level 4 in the “School Officers” structure as set out in the *Catholic Employing Authorities Single Enterprise Collective Agreement - Religious Institute Schools of Queensland 2023 – 2026*, or as varied/replaced.

Position Overview

This position provides support to the Enrolments Registrar in the administration of enrolment applications.

Position Description

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Key Selection Criteria

Staff at Loreto College are selected based on outstanding professional and personal qualities.

Expectations include:

- Demonstration of high standards of personal presentation, organisation, communication with staff, families, and other stakeholders, and in respecting the ethos and protocols of the College.
- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs.
- A commitment to the goals, ethos, vision, strategy, and Mission of the College as a Catholic School in the Loreto tradition.
- Adherence to the policies, procedures, and practices of Loreto College.
- Maintaining confidentiality and integrity in all work-related matters at all times.
- Excellent time management skills, initiative and organisational ability including the ability to prioritise tasks to achieve set outcomes.
- Demonstrated knowledge of information technology, including advanced MS Office 365, databases, file management and other software platforms as appropriate.
- Compliance with and understanding of the College's Student Protection Policy & Processes.
- Current Positive Working with Children check is mandatory.

Duties & Responsibilities

The duties of the position include:

- Print all new enrolment applications on a daily basis.
- Verify applications are complete upon lodgement, allocate criteria and process enrolment request.
- Notify applicants in writing of incomplete applications which are missing documents or information within two business days of the application being received, using an approved College communication template.
- Follow College enrolments policy for incomplete applications to ensure resolved in a timely manner.
- Maintain accurate records in Funnel and TASS Databases including regular checks for duplicate entries, taking particular note of any sibling connections.
- Issue Enrolment correspondence, including Acknowledgement of Enrolment application letters, Letters of Offer, Confirmation of Enrolment, Subject Selections and other administrative documents.
- Maintain accurate and complete hard copy enrolment files for each student who accepts a place at the College.
- Review emails received in the enrol@loreto.qld.edu.au inbox and action or redirect to the Enrolments Registrar or relevant staff member.
- Assist the Enrolments Registrar with enrolment enquiries received via phone.
- Coordinate the collection of online pre-commencement information as approved by the Enrolments Registrar.
- Support the Enrolments Registrar with the preparation for Enrolment events including College Tours, Parent Information Nights, Orientation Days, Open@Twilight, New Student Inductions.
- Attend relevant enrolment events as required by the Manager, Community and Partnerships or the Enrolments Registrar.
- Other duties as requested by the Principal or another College Leadership Team member.

Position Description

Enrolments Officer



Accountability & Extent of Authority

The Enrolments Officer is accountable for:

- Providing courteous and accurate information to parents, students, staff, prospective parents, suppliers, and visitors to the College.
- Promoting the College to external stakeholders.
- Carrying out tasks in a friendly and accurate manner.

Factors of the Role

Knowledge Application

- Practical and procedural knowledge across a technical or specialist area.
- Organisational, procedural or policy knowledge.
- Sound understanding of relevant statutory, regulatory and policy frameworks in order to draw conclusions, interpret and apply guidance material and resolve recurring problems.

Accountability

- Accountable for planning own work goals and priorities that align with and achieve own and team/group outcomes.
- Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues on activities.
- Responsible for managing competing requests, demands and priorities.
- Accountable for monitoring emerging issues to identify impact on tasks and identifying and mitigating risks that will impact on own and/or team/group work outcomes.

Scope and Complexity

- Work is moderately complex to complex in nature and relates to a range of activities.
- What needs to be done involves using available information however options are not always evident.
- Interpretation, analysis and some judgement are required to select an appropriate course of action.

Guidance

- Works under general supervision and works within established procedures and guidance.
- The work may involve working independently to manage specific tasks, processes or activities against stated objectives with supervision generally limited to complex tasks or unfamiliar situations.
- Completed work is evaluated for accuracy, appropriateness and compliance with policy requirements.

Decision-making

- Decisions are within defined parameters and related to an area of responsibility.
- Decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.
- Information and advice are provided which may be taken into consideration by other decision makers.
- Actions of the position impact operational efficiency or output, or service delivery for a work area over the medium to short term.

Position Description

Enrolments Officer



Problem Solving

- Problem solving may be undertaken with creativity applied to recognised procedures and guidelines.
- Information is applied selectively, and alternatives are not always self-evident.
- Analysis is typically required to make judgements involving facts or situations.
- Lateral thinking is required to generate viable options and the implementation of solutions.

Contacts and Relationships

- Communicate with and provide information and advice to a range of stakeholders/others.
- Liaise with stakeholders/others and assist to resolve moderately complex issues.
- Provide quality advice to stakeholders/others and deliver a responsive service within area of expertise.
- Represent the work area at internal and external meetings and conferences.

Negotiation and Cooperation

- Contact with stakeholders/others is in terms of comprehensive advice, support and resolution of issues.
- A level of tact, discretion or persuasion is necessary.

Management Responsibility / Resource Accountability

- Little or no supervisory responsibility.
- May assist with work familiarisation, initial training and support to new or less experienced colleagues.
- Prepares routine financial and resource information.
- Uses equipment with reference to established procedures and practices.

Compliance Responsibilities

All staff are required to comply with all policies, procedures, and requirements for:

Student Protection

Student protection is everyone's responsibility. At Loreto College all persons undertaking work for or on behalf of the College, have a shared responsibility for contributing to the safety and protection of children. All persons are required to be familiar with the content of our Student Protection documents, including but not limited to Policies, Procedures, Codes of Conduct and Guidelines and their legal obligations with respect to the reporting of child abuse. It is each individual's responsibility to be aware of key risk indicators of child abuse, to be observant, and to raise any concerns they may have relating to child abuse. All individuals are required to fully participate in and understand the content of any training provided.

Risk Management

Risk Management is the responsibility of all persons undertaking work for or on behalf of the College. Workers must comply with the risk management roles and responsibilities associated with their position and adhere to Loreto College's Risk Management Procedures.

Work, Health and Safety

Actively participate in the promotion of a safe and healthy workplace by performing all tasks in accordance with safety instructions, adhering to responsibilities as outlined in the Workplace Health & Safety Policies, and proactively identifying and reporting all hazards, incidents, and injuries to managers.

Position Description

Enrolments Officer



Code of Conduct and Dress Code

Comply with all Loreto College Code of conduct and dress code standards. It is expected that a professional standard of presentation will be maintained at all times.

Skills & Knowledge

Qualifications, Skills & Experience

- A valid Queensland Working with Children Check Positive Paid Employee Notice.
- Current First Aid Certificate.
- Prior experience with Enrolments in Education or a similar field
- Advanced knowledge of MS Office suite, databases and relevant software programs.
- Knowledge of Funnel and TASS software programs will be an advantage.
- Certificate IV in a relevant field of administration and / or experience at similar organisations such as independent schools will be an advantage.
- Strong written and verbal communication skills with a high degree of accuracy.

Personal Qualities

- Excellent people, communication, and leadership skills with dynamic work habits.
- Solutions orientated and the ability to work autonomously and proactively while maintaining a high level of integrity, confidentiality, and diplomacy
- Ability to manage time and planning and to organise own work and that of others to achieve set and specific objectives in an efficient way and within resources available
- Outstanding organisational skills, planning, analytical and high order thinking capabilities.
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines.
- The highest level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- Personal sense of initiative, enthusiasm, and high energy.
- Outstanding attention to detail, commitment to customer service and ongoing improvement.
- A resourceful team member who can operate in a collaborative and inclusive environment.

Acknowledgement

This document provides a summary of the role and duties of the position. As the occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of Loreto College's Policies and Procedures.

Employee Name: _____

Employee Signature: _____

Date: _____ / _____ / _____

Principal: _____

Principal Signature: _____

Date: _____ / _____ / _____