

POSITION DESCRIPTION

Admissions Assistant



OVERVIEW	
Reports To	
Head of Admissions	
Supervises	
N/A	
Department/Section	
Marketing and Communications	
Key Relationships	
Internal <ul style="list-style-type: none"> • Staff • Students 	External: <ul style="list-style-type: none"> • Parents: past, present and prospective • Collegians • Community and public
QUALIFICATIONS AND EXPERIENCE	
Essential	
<ul style="list-style-type: none"> • Substantial previous administrative experience in a customer focussed environment • Exceptional technology skills MSWord, Excel, Outlook, and a demonstrated ability to learn and adapt to new systems quickly eg: EnrolHQ, Synergetic and other database programs • Demonstrated experience working collaboratively in a team environment • A positive 'can do attitude' with demonstrated strong initiative and proactivity • Highly developed communication and interpersonal skills, both written and oral • Exceptional attention to detail and accuracy • Strong customer focus and excellent client relationship management skills • Outstanding confidentiality and discretion with a strong work ethic • Excellent organisation, time management and prioritisation demonstrated skills • Ability to work flexible work arrangements to assist with out of hours activities and events • Commitment to the ethos of the College and ability to maintain the standard of the College • National Police Clearance Check (less than 12 months old) • Valid Working with Children Check Card 	
Desirable	
<ul style="list-style-type: none"> • Previous experience in an educational environment • Experience with Synergetic and EnrolHQ databases 	
POSITION DETAILS	
Role Purpose	
<p>The Admissions Assistant has responsibility for providing full administrative support for all aspects of the student admissions and enrolment process. With a focus on the provision of efficient and accurate administrative and database management, this position supports the enrolment lifecycle from enquiry through to student commencement. This includes capturing and maintaining accurate and detailed information and records, assisting with events and providing other general</p>	

POSITION DESCRIPTION

Admissions Assistant



METHODIST
LADIES'
COLLEGE

administrative support to the team. Through the provision of excellent and responsive customer service, the Admissions Officer builds positive relationships with prospective families and guides them through the enrolment process from enquiry through to commencement.

Role Responsibilities

- Manage administration related to the admission and enrolment process for Pre-Primary to Year 12 students from enquiry through to commencement in an efficient and legally compliant manner, while ensuring a seamless user journey.
- Perform data management of student records and information in software systems such as EnrolHQ and Synergetic accurately and with an exceptional level of attention to detail.
- Generate (with assistance) enrolment correspondence regarding the enrolment process and assist with bulk mail outs.
- Provide administrative support with student withdrawals and transfers, including internal liaison with relevant parties.
- Work collaboratively with the Head of Admissions and other Admissions Officer to assist with the enrolment process and administration for all Pre-Primary to Year 12 students from enquiry through to commencement, including International and Boarding, providing a prompt, tailored response in a friendly and professional manner, and recording leads in the College's database for follow-up.
- Assist with organising and conducting campus visits and interviews with relevant academic staff members.
- Provide support with Admissions events including group tours, Open Days, MLC Girl for a Day, Scholarship Testing Day and attend events as required, including out of hours events. Assist with the new student onboarding process through to commencement and follow up with families at regular intervals.
- Support the Head of Admissions with conversion tracking data and other relevant prospective student statistics.
- Support lead conversion process and participate in strategic planning
- Ensure student information, records and documents are kept confidential and are maintained, stored, distributed and shared in a manner which is compliant with the MLC Privacy Policy and related policies.
- Manage creating, filing and archiving student files in a timely and legally compliant manner.
- Monitor and re-stock Admissions collateral and merchandise and prepare for trips and tours.
- Maintain a current understanding of the College's key points of difference, operations, curriculum, cocurricular activities and future plans in order to assist in providing prospective families with the most accurate and appropriate information.
- Effectively liaise with external stakeholders in a timely, friendly and professional manner,

POSITION DESCRIPTION

Admissions Assistant



METHODIST
LADIES'
COLLEGE

both over the phone, via email and in-person.

- Other duties as directed by the Manager, Director or Principal.
- Promote and demonstrate the College's vision, mission and values.

Terms of Appointment

Contract Type: Permanent Full-time