# Role Description
# Enrolment Assistant

## Reports to

Registrar and ultimately the Principal

## Position

This is a permanent full-time position.

## Role Purpose

The Enrolment Assistant is responsible for assisting to secure student enrolments for the Meriden School. The role is responsible for handling and converting enquiries, managing the enrolment process and maintaining accurate records for enrolments.

From time to time, the role will require attendance at school events in the evening and weekends.

## Key Responsibilities

### Relationship Management

- Handle enrolment enquiries for the whole School
- Conduct School tours at all three Campuses
- Arrange appointments for prospective parents with the Registrar and the Principal as required
- Conduct regular follow-up of enrolment leads.

### Administration

- Assist in implementing the enrolment procedure including:
  - processing application forms
  - entering data in the TASS and enquiry databases
  - checking required documentation and student information and following-up as necessary
- Under the guidance of the Registrar, administer the international student enrolment process and maintain accurate records in order to meet legislative obligations
- Develop a comprehensive knowledge of international student enrolment requirements in accordance with the *National Code of Practice for Providers of Education and Training to Overseas Students* and the *ESOS Framework*
- Coordinate mail-outs to promote special marketing events to prospective and future families
- Assist in the Orientation process for new Senior School students
- Maintain accurate student records
- Collate prospectus information packages and ensure adequate stock levels are maintained
- Collate show bags for marketing events.

### Events

- Assist, as required, in the coordination and operation of special marketing events such as Open Mornings. Some Saturday morning work maybe required from time to time.

### General

- Provide feedback and market intelligence gained during discussions with prospective families, to the Registrar and Director of Marketing.
- Work with the Registrar and Assistant Registrar to gain an understanding of the enrolment requirements and processes for the whole school
- Assist in aspects of the enrolment process in the Junior School when required.

## Qualifications and experience

- Administrative and customer service relationship experience essential
- Experience working within a school is desirable.

## Skills and Attributes

The Enrolment Assistant will:

- Have excellent customer service skills
- Have the ability to forge and maintain positive client relationships
- Have a personal appearance and demeanour which represents the School in a positive way
- Have excellent oral and written communications skills
- Have advanced computer literacy skills and demonstrated ability in the use of a database for entry and retrieval of information and advanced excel skills
- Be thorough, with excellent attention to detail and accuracy
- Be organised, reliable in follow through and able to prioritise
- Maintain discretion and confidentiality at all times
- Have an orientation towards ‘rolling up their sleeves’ and getting involved with issues as required
- The ability to speak another language, preferably Mandarin, will be highly regarded
- Fully embrace and support the Christian ethos of Meriden as an independent Anglican School
- Be loyal to the School and the Principal.