

Position: College Registrar

Responsible to: Director of Finance & Resources

Job Purpose: The College Registrar has responsibility for all facets of the student enrolment process for domestic and international enrolments from Year 7 to Year 12. Often the first point of contact for prospective families, the College Registrar plays a pivotal role in promoting the College and proactively manages the enrolment process. Through the provision of excellent and responsive customer service, the Registrar builds positive relationships with prospective families, guiding them through the enrolment process from enquiry through to commencement.

Reporting to the Director of Finance and Resources, the College Registrar has one direct report in a part-time Assistant College Registrar.

Duties and Responsibilities:

Enrolment Process:

- Respond promptly and in an effective, friendly and professional manner to all enrolment enquiries: face-to-face; by phone; email; and written
- Maintain the College Enrolment Register, ensuring it is accurate and up to date at all times
- Always ensure data confidentiality
- Build and maintain exceptional relationships with all members of the community
- Nurture the client base and respond quickly and efficiently with empathy and diplomacy to enquiries relating to enrolments for current and prospective students
- Manage the Years 7 to 12 current and prospective enrolments in collaboration with the Assistant Registrar's to ensure College numbers are maintained in line with the College's strategic goals.
- Maintain and develop consistent communications and strategies to support the enrolment process and ensure continuous improvement
- Liaise closely with the Director of Finance and Resources regarding student numbers, providing monthly reporting with projected enrolment numbers, both short and long term
- Work with the College Executive and Administration Teams to develop overall strategies and implementation of admissions

procedures to strengthen and streamline enrolment applications and database management

International Enrolments:

- Manage and oversee the international student enrolment process, adhering to all CRICOS Registration standards, Visa requirements and ESOS National Code regulations from enquiry through to commencement.
- Deal effectively with all admissions requirements, including English language proficiency testing via Australian Education Assessment Services (AEAS) and liaising with local English Language Intensive Course for Overseas Students (ELICOS) providers
- Conduct regulatory biannual homestay visits, homestay student interviews, follow up with not-met regulatory requirements and identify and refer educational or pastoral care needs to the Deputy
- Liaise closely with federal and state authorities and maintain good working relationships with education agents and ELICOS providers
- Ensure all student information is updated, correct and current in the Government PRISMS system and oversee the update and submission of the annual CRICOS Course Registration and Variation Schedule
- Monitor student achievement and attendance and liaise with the Deputy concerning visa condition or College policy breaches, advise regulatory requirements, prepare relevant and timely documentation, follow through with parent/guardian communications and liaison with the Department of Home Affairs and/or the Senior Regulation Officer, Department of Education as required
- Submit annual Tuition Protection Scheme (TPS) figures and reconcile the Annual Registration Charge (ARC) invoice student numbers

Marketing and Promotion:

- Arrange and conduct private day-time Campus tours for prospective families on a fortnightly basis or as required
- Assess College promotional material, Admissions Office verbal and written messaging and customer service effectiveness
- Coordinate and participate in College promotional events, including College Twilight Tours and the annual Open Day event

Administration:

- Maintain the College Enrolment Register, ensuring it accurate and up to date at all times
- Ensure all student information is updated, correct and current in the Government PRISMS system

- Ensure the submission of the annual CRICOS Course Registration and Variation Schedule
- Prepare and lodge both the Federal and State Census data in February and August each year
- Manage the Assistant Registrar and provide adequate professional instruction and guidance whilst overseeing all functions to guarantee the consistent and smooth functioning of the Admissions Office
- Maintain and oversee the TASS current and future student and family databases with the Assistant Registrar and complex parent/guardian structure.
- Assess the requirement and prepare professional, clear and concise document drafts for submission to the Document Quality Control team in a timely manner
- Prepare international student documentation as required and regulated and in liaison with the Compliance Officer, Principal and Deputy
- Represent the Admissions Office at weekly Administration Team meetings and meetings as required

General duties

- Manage the duties of the Assistant College Registrar and ensure a consistently high level of customer service is upheld across the enrolment function and data integrity is maintained.
- Keep abreast with the interests of the College, current and future developments, future strategic planning objectives and state and federal government education policy changes and all regulatory requirements
- Any other duties as requested by the Principal or Director of Finance and Resources

Competency Required

- Demonstrate a passion and commitment to the Kennedy Baptist College ethos, which is intrinsic to every aspect of this position and promote the College at all times.
- Well presented with a professional, positive, warm and welcoming disposition
- Excellent communication and interpersonal skills
- Experience in dealing with a diverse range of people in a friendly and courteous manner
- Dependable, committed, and enthusiastic
- Ability to work effectively in a team environment to achieve team goals/deadlines
- Flexible approach to work tasks
- Excellent organisational skills, including the ability to prioritise and manage multiple tasks concurrently
- Advanced knowledge in the use of Microsoft Office Suite, particularly in Excel or other databases

- Knowledge of and experience in the use of TASS School Management System, PRISMS, VEVO is highly desirable but not essential
- Experience in State and Federal Government reporting: SCSA; Census; Address Collection
- Current Working with Children Check
- Up to date Covid 19 Vaccination

Selection Criteria:

Within the context of the duties described above, the ideal applicant will be someone who has:

1. Demonstrated capacity to communicate effectively with a wide range of people
2. Demonstrated high-level organisational skills, including the ability to work flexibly and to prioritise and manage multiple tasks concurrently
3. Demonstrated ability to manage and implement Government and School enrolment policies and procedures using a systematic approach
4. Demonstrated high-level ICT skills, including the ability to manage specific software applications and databases
5. Demonstrated ability to interpret, manage and implement the ESOS requirements for providers of education to international students and the National Code
6. An ability to convert prospective enrolment leads into enrolments

CONDITIONS:

- Hours are 8:00 pm – 4.00 pm.
- 1 FTE Full time