

# POSITION DESCRIPTION

## Admissions Manager



POSITION DETAILS			
<b>Department</b>	School Services	<b>Enterprise Agreement</b>	General Staff
<b>Location</b>	Senior Campus	<b>Remuneration</b>	School Administration Services Grade 8
<b>Manager</b>	Executive Director of School Services	<b>WHS Role</b>	Worker
<b>Employment Status</b>	Full-time	<b>Date</b>	June 2021

ABOUT LAUNCESTON CHURCH GRAMMAR SCHOOL		
<p>Launceston Church Grammar School is an Anglican co-educational day and boarding community where global learners and leaders are nurtured, challenged and inspired to serve and shape the world with courage, curiosity, creativity and compassion.</p>		
GRAMMAR IDENTITY	GRAMMAR IDENTITY IN ACTION	GRAMMAR VIRTUES
<ul style="list-style-type: none"> <li>• Global Learners and Leaders</li> <li>• Courageous Learners and Leaders</li> <li>• Curious Learners and Leaders</li> <li>• Creative Learners and Leaders</li> <li>• Compassionate Learners and Leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding, engaging and influencing our world.</li> <li>• Embracing challenges in our world with sincerity and justice.</li> <li>• Exploring and examining our world.</li> <li>• Discovering and designing solutions for our world.</li> <li>• Seeking and serving the needs of our world.</li> </ul>	<ul style="list-style-type: none"> <li>• Wisdom, Gentleness, Love</li> <li>• Sincerity, Justice, Forgiveness</li> <li>• Humility, Thankfulness, Patience</li> <li>• Hope, Joy, Perseverance</li> <li>• Service, Compassion, Kindness</li> </ul>

PURPOSE OF THE POSITION
<p>The Admissions Manager is responsible for the development and implementation of enrolment strategies, policies and procedures that deliver an effective approach to enrolments in line with the strategic direction of the School. The role is responsible for the co-ordination of the Admissions Team / Office and has oversight in maintaining accurate and up-to-date records of enrolment inquiries and applications using the School's database (TASS) and CRM (HubSpot); as well as producing reports to Senior Executive and the School Board. The Admissions Manager is responsible for conducting tours of school facilities and promoting the unique aspects and key attributes of Launceston Grammar to prospective families. The role oversees compliance with regards to the Schools CRICOS registration. The Admissions Manager works closely with numerous internal departments in promoting and showcasing Launceston Grammar to the broader community.</p>

REPORTING RELATIONSHIPS		
<pre> graph TD     SB[School Board] --&gt; HM[Headmaster]     HM --&gt; DPC[Director of People and Culture]     HM --&gt; EDSS[Executive Director of School Services]     HM --&gt; HJC[Head of Junior Campus]     HM --&gt; HSC[Head of Senior Campus]     EDSS --&gt; PA[PA to EDOSS]     EDSS --&gt; FM[Finance Manager]     EDSS --&gt; PM[Property Manager]     EDSS --&gt; DCE[Director of Community Engagement]     EDSS --&gt; AM[Admissions Manager]     EDSS --&gt; ITM[IT Manager]     EDSS --&gt; AT[Administration Team]           </pre>	<b>Direct Report</b>	Nil
	<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Headmaster</li> <li>• EA to Headmaster</li> <li>• Heads of Campus</li> <li>• Personal Assistant to the Heads of Campuses</li> <li>• Executive Director of School Services</li> <li>• PA to Executive Director of School Services</li> <li>• Director of Community Engagement</li> <li>• The Community Engagement Team</li> <li>• Teaching and Learning Office</li> <li>• Teaching and General Staff</li> <li>• Launceston Grammar Community</li> <li>• International Agents and parents</li> </ul>

SELECTION CRITERIA	
<b>Qualifications &amp; Licences</b>	Preferred: Bachelor's Degree, Advanced Diploma or Certificate IV in Business or Business Administration. Registration to Work with Vulnerable People, Tasmania.
<b>Experience</b>	At least 3 years relevant experience in a school or business environment. Experience in the interpretation of legislative materials. A depth of experience in database management/CRM with strong analytical capabilities. Knowledge of cultural customs relevant to engaging with overseas students. Knowledge of the independent education sector is desirable.
<b>Skills</b>	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Reading Comprehension — Understanding written sentences and paragraphs in work related documents. Speaking — Talking to others to convey information effectively. Service Orientation — Actively looking for ways to help people. Writing — Communicating effectively in writing as appropriate for the needs of the audience. Time Management — Managing one's own time and the time of others. Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

	<p>Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</p> <p>Judgement and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.</p>
<b>Personal Attributes</b>	<p>Integrity — Being honest and ethical.</p> <p>Attention to Detail — Being careful about detail and thorough in completing work tasks.</p> <p>Dependability — Being reliable, responsible, and dependable, and fulfilling obligations.</p> <p>Cooperation — Being pleasant with others on the job and displaying a good-natured, cooperative attitude.</p> <p>Concern for Others — Being sensitive to others' needs and feelings and being understanding and helpful on the job.</p> <p>Independence — Developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.</p> <p>Initiative — A willingness to take on responsibilities and challenges.</p> <p>Adaptability/Flexibility — Being open to change (positive or negative) and to considerable variety in the workplace.</p> <p>Persistence — Persistence in the face of obstacles.</p> <p>Social Orientation — Preferring to work with others rather than alone and being personally connected with others on the job.</p> <p>Achievement/Effort — Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.</p> <p>Analytical Thinking — Analysing information and using logic to address work-related issues and problems.</p> <p>Innovation — Creativity and alternative thinking to develop new ideas for and answers to work-related problems.</p>

<b>PROFESSIONAL PRACTICE</b>		
<b>KEY RESULT AREAS</b>	<b>KEY TASKS</b>	<b>KEY PERFORMANCE INDICATORS</b>
<b>Strategy</b>	<ul style="list-style-type: none"> <li>• Implement contemporary strategies, programmes, policies, and operational procedures to drive growth in enrolments and customer service aligned to the strategic direction and ethos of the School.</li> <li>• Develop clear programmes, policies, and processes to support the enrolment experience and align with the School's brand and strategic direction.</li> <li>• Collaborate with the Director of Community Engagement to positively promote the School, positioning the brand in the marketplace, taking account of local, national, and international customer perspectives.</li> <li>• Develop and build on a credible 'business development process' and customer care programme that engages</li> </ul>	<ul style="list-style-type: none"> <li>• Enrolment targets met.</li> <li>• Strategies, programmes, policies, and procedures delivered in required timeframes.</li> </ul>

	people in the life, values and energy of the School on an ongoing basis.	
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<b>Analysis</b>	<ul style="list-style-type: none"> <li>• Maintain current knowledge of demographic and national and international education sector trends and make recommendations that inform the enrolment function and contribute insights that may assist with the development of the educational offerings of the School.</li> <li>• Monitor, analyse and report the School's anticipated student numbers and class sizes for short and long-term enrolment planning, for decision by the Headmaster.</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct appropriate analysis of information to prepare current / predicted enrolment statistics (on a weekly and / or monthly basis).</li> </ul>
<b>Enrolments</b>	<ul style="list-style-type: none"> <li>• Maintain positive enrolment growth in both local and international segments.</li> <li>• Build enrolment channels to ensure that the optimal mix of students is maintained at each stage and year level across the School.</li> <li>• Conduct pre-enrolment interviews in liaison with the Headmaster and Heads of Campus.</li> <li>• Registration of Enrolments: registering enrolments to the School from point of enquiry to receipt of Application for Enrolment form and commencement at School.</li> <li>• Liaise with the Director of Community Engagement to ensure that School promotional and enrolment materials are relevant, current, and appropriate for local, national and international audiences.</li> <li>• Ensure detailed and relevant information is provided to parents, (i.e., School Prospectus and information regarding the breadth of programmes offered at Launceston Grammar) pertaining to enrolment at the School.</li> <li>• Attend to all telephone enquiries and correspondence in relation to the above.</li> <li>• Maintain the database of enrolment enquiries and admissions to the School.</li> <li>• Maintain the School's enrolment register.</li> <li>• Maintaining a register of student leavers.</li> <li>• Preparation of Annual Student Retention Profile.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor and control all enrolments through the generation of weekly reporting and apply necessary remedial actions to ensure enrolment targets are consistently achieved.</li> <li>• Interviews with prospective students must generate information and insights to enable fact-based decision making throughout the recruitment process.</li> <li>• All enquiries are responded to within a timely and proactive timeframe</li> <li>• Secure all information on the special needs of prospective students to inform decision making at enrolment stage.</li> </ul>
<b>Overseas Students</b>	<ul style="list-style-type: none"> <li>• Process all documentation required for the enrolment of full fee-paying overseas students and overseas exchange students to the School.</li> </ul>	<ul style="list-style-type: none"> <li>• PRISMS database of international students is accurate and up to date.</li> </ul>

	<ul style="list-style-type: none"> <li>• In liaison with the Tasmanian Qualifications Authority (TQA) and Department of Home Affairs ensure that the School holds registration as a provider of education on the Commonwealth Register of Institutions of Courses for Overseas Students (CRICOS).</li> <li>• Process Confirmation of Enrolment (CoE) and Confirmation of Appropriate Welfare and Accommodation (CAAW) forms for overseas students in accordance with the current procedures of the Educational Services for Overseas Students (ESOS) Act and National Code through Provider Registration &amp; International Student Management System (PRISMS).</li> <li>• Maintain contact with overseas agents and organizations in relation to dissemination of the School's literature for overseas students.</li> <li>• Correspond with overseas agents in relation to providing current information about the Launceston Church Grammar School Agent's Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>• Represent the school at domestic and international recruitment events.</li> <li>• All documentation for Overseas students is accurate and compliant with State, Territory and Federal Government requirements</li> </ul>
<b>General Enrolment Procedures</b>	<ul style="list-style-type: none"> <li>• Ensure that the day-to-day enrolment process is compliant with relevant legal standards, specifically CRICOS Standards.</li> <li>• New Parent Interviews: coordinate arrangements in relation to new parents' interviews with the Head of Campus / tours of the School</li> <li>• Produce formal Letters of Offer.</li> <li>• Public Relations: liaison with parents, senior teaching staff and students as required in carrying out the duties of Admissions Manager</li> <li>• Ensure relevant teaching / administrative staff are updated with enrolment data.</li> <li>• Ensure new parents are advised of orientation days.</li> <li>• Ensure subject elective information is distributed to new students entering the Senior Campus Grades 8 – 12.</li> </ul>	<ul style="list-style-type: none"> <li>• Enrolment processes and procedures are reviewed biannually to improve: <ul style="list-style-type: none"> <li>○ Accuracy</li> <li>○ Timeliness</li> <li>○ Productivity gains</li> <li>○ Integrated processes</li> <li>○ Ensure legislative compliance</li> </ul> </li> <li>• Administration of the enrolment process is managed to ensure all information in the database is accurate and up-to-date and immediately accessible on demand.</li> <li>• Conversion from application to commencement are monitored and reviewed</li> </ul>
<b>Boarding House</b>	<ul style="list-style-type: none"> <li>• Maintaining a register of current and future boarding students.</li> <li>• Liaise with the Head of Boarding in relation to boarding enrolments.</li> </ul>	<ul style="list-style-type: none"> <li>• Secure all information on the special needs of prospective boarding students to inform decision making at enrolment stage and communicate to the Boarding House.</li> </ul>

<b>Scholarships</b>	<ul style="list-style-type: none"> <li>• Registering initial scholarship / bursary enquiries and providing the School's information to prospective families.</li> <li>• Overseeing the School's Scholarship programme with the Assistant Admissions Manager</li> <li>• Producing letters of offer and processing all Scholarship documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Administration of scholarship enquiry process is managed to ensure all information in the database is accurate and up-to-date and immediately accessible on demand.</li> <li>• Work collaboratively with the School's external Scholarship examination provider, liaising with CET for promotion of Scholarships on the School's website and other external sources</li> </ul>
<b>General Administrative</b>	<ul style="list-style-type: none"> <li>• Conduct School tours that identify and responds to the needs of all local, national and international students and their families to provide all relevant School information to assist and guide them with their decision to enrol at the School.</li> <li>• Liaise with and actively provide support to the Headmaster, Heads of Campus and other staff in facilitating School tours as appropriate.</li> <li>• Support the organisation of information evenings for new parents during the academic year, as required.</li> <li>• Co-ordinate the Admissions Office.</li> <li>• Co-ordinate School staff input and documentation for the CRICOS Standard audit as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Discover Grammar group tours of school campuses provides prospective families with accurate, up-to-date information on the Launceston Grammar curriculum, co-curricular and sporting programmes.</li> </ul>

<b>PROFESSIONAL BEHAVIOUR</b>		
<b>KEY RESULT AREAS</b>	<b>KEY TASKS</b>	<b>KEY PERFORMANCE INDICATORS</b>
<b>Safeguarding Children and Young People</b>	<ul style="list-style-type: none"> <li>• Provide a welcoming and safe environment for children and young people.</li> <li>• Promote the safety and wellbeing of children and young people to whom we provide services</li> <li>• Ensure that your interactions with children and young people are positive and safe.</li> <li>• Provide adequate care and supervision of children and young people in your charge.</li> <li>• Act as a positive role model for children and young people.</li> <li>• Report any suspicions, concerns, allegations or disclosures of alleged abuse to management.</li> <li>• Maintain valid 'working with children' documentation.</li> </ul>	<ul style="list-style-type: none"> <li>• 100% compliance with the behaviour standards outlined in our Practice and Behaviour Guidelines / Safeguarding Code of Conduct.</li> <li>• ACF References</li> </ul>

	<ul style="list-style-type: none"> <li>• Undergo periodic 'national criminal history record' checks.</li> <li>• Report to management any criminal charges or convictions you receive during your employment that may indicate a possible risk to children and young people.</li> </ul>	
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<b>Work Safely</b>	<ul style="list-style-type: none"> <li>• Ensure you behave in a way that is safe and appropriate in all situations.</li> <li>• Undertake any training as required for the effective performance of your duties.</li> <li>• Follow Launceston Church Grammar School Workplace Health and Safety policy and procedures.</li> <li>• Report any hazards, accident and incidents.</li> </ul>	<ul style="list-style-type: none"> <li>• Student and staff safety are maximised.</li> <li>• Students and staff are not exposed to unnecessary risk of harm.</li> <li>• All Launceston Church Grammar School policy compliance is met.</li> </ul>
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**Other duties and responsibilities, as reasonably required by the Chief Operating Officer, for which you are skilled and capable of performing.**

<b>CONDITIONS OF EMPLOYMENT</b>	
<b>Employment Legislation</b>	<p>Specific conditions of employment are derived from the Fair Work Act 2009, the Educational Services (Schools) General Staff Award 2020 and the Launceston Church Grammar School (General Staff) Enterprise Agreement. Hyperlinks to these documents are provided below.</p> <p><a href="#">Fair Work Act</a></p> <p><a href="#">Educational Services (Schools) General Staff Award 2020</a></p> <p><a href="#">Launceston Church Grammar School (General Staff) Enterprise Agreement</a></p>
<b>Remuneration</b>	<p>Remuneration will be based on School Administration Services Employee Award and will be negotiated with the successful applicant.</p>
<b>Ordinary Hours of Work</b>	<p>This position is full-time at 37.5 hours per week, 52 weeks per annum. A typical workday is 7.5 hours. Typical days of work are Monday – Friday. Some out of hours work is required from time to time.</p>
<b>First Aid</b>	<p>All Launceston Church Grammar School employees are required to hold the HLTAID004 – Provide First Aid in an Education and Care Setting qualification.</p> <p>Employees are responsible for initial cost of this qualification. The School provides for the 3 yearly re-certification of this qualification, following commencement of employment.</p>
<b>Travel</b>	<p>This position is based at the Senior Campus; however, the Admissions Manager is required to operate and be visible on both campuses. Travel to attend events and/or functions both intra, interstate and internationally is also required. This may require being away for one or more nights and some functions may occur outside of normal business hours.</p>

<b>Professional Learning</b>	Launceston Church Grammar School has a strong commitment to the development of staff through the provision of opportunities for professional learning. Professional Learning can take a variety forms including opportunities that are provided internally as well as externally. Employees are encouraged to discuss their professional development needs with their supervisor.
<b>Co-Curricular Programme</b>	Involvement with the School's co-curricular programme is welcomed. Such involvement attracts an allowance, appropriate to the activity, in addition to salary.
<b>Working with Vulnerable People Registration</b>	<p>In accordance with the provisions of the <i>Working with Vulnerable People Act 2013 (Tasmania)</i>, all Launceston Church Grammar School employees are required to register to work with vulnerable people. This registration is commonly referred to as the Working with Children Check. Registration is issued by the Department of Justice; please refer to <a href="http://www.justice.tas.gov.au/working_with_children">http://www.justice.tas.gov.au/working_with_children</a> for further information.</p> <p>Registration is valid for three years. Employees are responsible for the cost of registration. At the commencement of employment and every three years thereafter, employees must supply the Human Resources Department with a copy of their registration details or complete a Registration to Work with Vulnerable People Statutory Declaration until their registration application has been processed. Failure to obtain and / or maintain registration may result in termination of employment.</p>
<b>Workplace Health and Safety</b>	<p>As an employee of Launceston Church Grammar School, while at work you must:</p> <ul style="list-style-type: none"> <li>• Take reasonable care for your own health and safety; and</li> <li>• Take reasonable care that your acts or omissions do not adversely affect the health and safety of others; and</li> <li>• Comply, so far as you are reasonably able to, with reasonable instruction provided by the School; and</li> <li>• Co-operate with reasonable policy and procedure relating to health and safety at the workplace that has been notified to staff by the School.</li> </ul> <p>Specific terms of reference can be found in Clause 28 the Work Health and Safety Act 2012 (Tasmania).</p>