

POSITION DESCRIPTION

Job Title	Administration Assistant – Enrolments Office	Position Type	Permanent Part-Time
Department	Administration	Direct Supervisor	Registrar
Location	Onsite	Hours	8.00 am - 2.45 pm

Position Summary

The Administration Assistant – Enrolments Office provides high-level Administration, organisational and data support to the Registrar throughout the entire enrolment process, from initial enquiries to student onboarding. Ormiston College currently enrolls in excess of 1600 domestic students from 15 months to Year 12.

The role of Administration Assistant - Enrolments Office calls for a person with significant interpersonal and communication skills, and an ability to organise and prioritise activities effectively. Enthusiasm, motivation and an ability to work unsupervised are personal attributes that will be highly regarded.

Key responsibilities include maintaining accurate student records, coordinating communications, supporting enrolment events, and ensuring a smooth and professional experience for prospective families. The role requires exceptional organisational skills, attention to detail, and strong data entry capabilities, along with a commitment to child safety, confidentiality, and excellent customer service.

The Administration Assistant - Enrolments Office will demonstrate the ability to manage multiple, conflicting tasks and take supportive actions; have strong organisational skills; be able to think and plan ahead in advance of events and meetings; and assist in the responsibility for implementing the College's strategic directions in relation to enrolments, marketing, promotions, public relations and communication, both internally and to the wider community.

Mandatory Requirement

This position requires you to hold a Paid Working with Children Check (Blue Card), in accordance with QLD legislative requirements. Your employment is conditional upon obtaining a Working with Children Check (Blue Card) through the Queensland Government's Department of Justice and Attorney-General.

Reporting Relationships

The Administration Assistant works within the Enrolments Office and reports directly to the Registrar. The Registrar, in turn, reports to the Business Manager and the Headmaster.

Position Responsibilities

General duties include, but are not limited to:

- Providing high-level Administration support to the Registrar
- Ensure that all enrolment enquiries are dealt with promptly and followed up effectively to maximise enrolment outcomes. e.g. answering incoming calls and monitoring Enrolments email inboxes, answering general enquiries; redirecting enquiries to the appropriate staff member or organise follow-up as required.

- Maintaining enrolments databases (TASS and Digistorm Funnel)
- Processing enrolment applications and payments (Application Fees and Acceptance Fees).
- Under the direction of the Registrar, manage the administration of major intake processes.
- Maintain enrolment processes so that accurate, up-to-date enrolment information can be provided to the Registrar as required, to assist in their reporting requirements to the College Board.
- Accurately maintain a growing waiting pool database.
- Preparing preliminary documents, letters or offers, memos, schedules etc. to support the work of the Registrar.
- Assisting with production/compilation of various documents/presentations/publications such as information booklets, handbooks, strategic documents, promotional flyers, brochures, as required, alongside the Marketing Team.
- Assist in maintaining the College's policies and procedures for international students to ensure the College remains eligible for CRICOS registration.
- Managing and maintaining the filing systems for the Enrolments Office, both hard copy and electronic files, ensuring all administration of such is up to date.
- Assisting with maintenance and organisation of resources for the Enrolments Office.
- Attending Enrolment Interviews and/or Readiness Meetings and conducting tours of the College at the request of the Registrar.
- Assisting with the coordination of external testing for new students.
- Assisting with and supporting the development of specific, strategic projects, which involve the Registrar.
- Assisting with the organisation of events such as New Student Orientation/Transition Days, Parent Information Evenings, Open Mornings, Showcase Days, Headmaster's Tours, Scholarship Testing Days, which may include, but not limited to booking venues, ordering stock, producing invitations and programs in consultation with the Registrar, as well as communicating with internal and external stakeholders to ensure events run smoothly.
- Assist with the review and implementation of workflows to ensure office best practices are met.
- Perform other duties as directed by the Registrar, Business Manager or the Headmaster.

Additional Requirements

- Participate in professional development to consolidate and maintain knowledge.
- Display confidentiality, tact, reliability and sensitivity to students and their families.
- Communicate effectively and display high level of interpersonal skills to function as an effective team member.
- Maintain a degree of flexibility in working hours as required for the position.
- As a representative of the College, actively contribute to the general philosophy and spirit reflected in the Ormiston College policies, procedures and guidelines.
- Ensure that the College's brand, reputation and activities are positively and consistently communicated to both internal and external audiences.

Competencies and Attributes

- High level of digital literacy and experience working with databases or student management systems, with experience in TASS, Digistorm Funnel and Microsoft 365 highly desirable.
- Commitment to always maintaining confidentiality regarding sensitive, private or personal information, ensuring information is kept secure and only shared with authorised persons.

These duties may evolve or change over time to meet the operational requirements of the College.

Core competencies

Integrity:	Demonstrates honest, ethical, and transparent behaviour in all actions and decisions. Acts in the best interests of the College, upholding its values and maintaining trust.
Initiative:	Proactively takes on responsibilities and challenges, identifying opportunities to improve outcomes without needing direction.
Flexible Team Player:	Works effectively across a variety of situations, individuals, and groups, applying a 'whatever it takes' attitude to support the broader team and College community.
Planning and Organisational Skills:	Establishes and follows a clear course of action to achieve both short- and long-term goals in an efficient and structured manner.
Achievement Driven:	Sets clear goals and works persistently to achieve them with enthusiasm, determination, and a commitment to continuous improvement.
Communication Skills:	Communicates clearly, professionally, and confidently in both written and verbal forms with internal and external stakeholders.
Organisational Competencies:	Community Orientation: Demonstrates a strong commitment to adding value to the student and family experience, always ensuring positive and supportive engagement.
	Strives for high performance: Consistently seeks excellence in work output for self and others, setting high standards and striving for continuous improvement.
	Teamwork and Co-operation: Works collaboratively with others, valuing diverse perspectives and contributing positively to team outcomes.
	Flexibility: Adapts behaviour and approach to suit changing environments, responsibilities, or the needs of others.
	Time Management: Effectively plans and prioritises tasks to manage time efficiently and meet deadlines.
	Thoroughness: Pays attention to detail, ensuring accuracy and completeness in all work tasks and documentation.

Key Performance Indicators

	Task	Skills	Measurable Metrics
Enrolment Enquiry Management & Conversion	Manage and respond to all enrolment enquiries and support conversion from enquiry to enrolment.	Communication and stakeholder engagement	Enquiries responded to within 24 – 48 hours
		Customer service excellence	Consistent follow-up completed on all active enquiries
		Organisation and responsiveness	Conversion rates maintained or improved year-on-year
Enrolment Data & System Accuracy	Maintain accurate and up-to-date enrolment data across TASS and Digistorm Funnel or similar	High attention to detail	≥ 98% data accuracy across enrolment systems
		Database management	All applications and payments processed within required timeframes (e.g. 48 hours)
		Digital literacy	Zero compliance breaches in enrolment or CRICOS-related data
Enrolment Administration & Reporting Support	Provide high-level Administration support to the Registrar, including documentation, reporting, and workflow management.	Advanced Administration capability	100% of enrolment documentation prepared accurately and within deadlines
		Time management and prioritisation	Timely provision of accurate enrolment data for reporting (as requested)
		Analytical and reporting support	Continuous improvement initiatives identified and implemented (minimum 1–2 per term)
Events & Stakeholder Experience	Coordinate enrolment events and deliver high-quality experience for prospective families and stakeholders	Event coordination and planning	100% of enrolment events delivered on time and within scope
		Stakeholder engagement	Positive feedback from attendees (no substantiated complaints)
		Communication and presentation	Strong attendance rates and engagement at enrolment events
Brand	To maintain the school brand.	Consistent adherence to school values and presentation standards	100% compliance with dress code; communication evaluated as “professional” in termly check-ins
		High-level written and verbal communication	
	Ensuring excellence and professionalism	Commitment to delivering a positive and professional first impression	0 complaints related to professionalism: consistent recognition in feedback loops

	Task	Skills	Measurable Metrics
Environment		Team collaboration and respectful communication	Active contribution in monthly team meetings.
	Support a quality workplace culture and contribute to a positive working environment	Initiative to support and uplift colleagues	Participation in workplace initiatives; absence of unresolved interpersonal issues in team reviews

NB: These duties may evolve or change over time to meet the operational requirements of the College.

Position Requirements

- A minimum of 2 years' experience in a high-end Assistant, PA role, or similar role.
- High attention to detail and accuracy, particularly in data entry tasks.
- Professional judgement and high-level initiative are needed.
- Demonstrated sound personal qualities of tact, reliability, and an ability to work with others both individually and as a member of a team.
- Proficiency in Microsoft 365, with strong skills in Word and Excel.
- Extensive technical knowledge of The Alpha School System (Tass.web, Staff Kiosk, and Parent Lounge), and Digistorm Funnel operating systems preferred but not essential.
- A self-starter who is detail-oriented and thrives in a fast-paced learning environment
- A proactive attitude with a willingness to learn and take initiative
- High-level autonomy and discretion - ability to work both independently and collaboratively, contributing positively to a supportive school environment
- A commitment to integrity, professionalism, and the well-being of students, reflecting the College's values such as responsibility and good citizenship
- A current Working with Children Check (Blue Card), or willingness to obtain one before commencement

How to apply

- Via Seek – submitting your resume and cover letter, which includes covering the selection criteria.
- Via Email – submit your application to humanresources@ormistoncollege.com.au. Please attach your resume and cover letter, which includes covering the selection criteria.

We extend our sincere thanks for your interest in joining the team at Ormiston College; however, only those selected for an interview will be contacted.

Applications will not be accepted after the closing date.

The College reserves the right to interview and appoint a suitable candidate prior to the closing date of this advertisement. We encourage interested applicants to submit their application as soon as possible.

Other conditions of employment, including entitlements, are as per the Ormiston College Enterprise Agreement, a copy of which will be available upon request, should your application progress to interview.

Further information about Ormiston College can be accessed at www.ormistoncollege.com.au.