CHISHOLM
CATHOLIC COLLEGE
CHARACTER - LEARNING - COMPASSION

ENROLMENT REGISTRAR – DUTY STATEMENT

1. POSITION IDENTIFICATION

POSITION TITLE:	Enrolment Registrar
REPORTS TO:	College Principal, through the Business Manager
AWARD:	WA Catholic School Support Staff Enterprise Agreement 2024
CONDITIONS:	Full Time on-going. 8am to 4.30pm each day.
REMUNERATION:	Administrative & Technical Services, Level 5 (46 weeks), Step 1 – 6 (dependent on experience).

2. THE ROLE

The Enrolment Registrar is a valued member of the College Administration Team and plays an important role in welcoming and supporting families throughout their enrolment journey. Reporting to the Business Manager, the Enrolment Registrar works closely with the Principal, College Leadership Team and wider College community to ensure prospective and current families experience a professional, responsive and positive enrolment process.

As the primary point of contact for enrolment enquiries, the Enrolment Registrar coordinates the enrolment process from initial enquiry through to student commencement. The role builds strong relationships with families, manages enrolment records and communications, coordinates enrolment activities and events, and contributes to initiatives that promote the College and support enrolment growth.

Supported by an Enrolment Assistant who reports directly to the position, the Enrolment Registrar provides guidance and oversight of day-to-day enrolment administration while fostering a welcoming and efficient enrolment experience. The role combines relationship-building, organisation and leadership to ensure families feel informed, supported and connected to the College from their first interaction onwards.

3. SPECIFIC DUTIES

The primary responsibility of the Enrolment Registrar is to provide support in the following:

Enrolment Management:

- Lead and oversee the College's enrolment process from initial enquiry through to student commencement.
- Ensure enrolment procedures, policies and protocols are consistently maintained and reviewed.
- Manage and monitor enrolment applications, records and associated documentation.

- Coordinate enrolment interviews and meetings for members of the Executive Leadership Team.
- Prepare and distribute enrolment correspondence, including offers of placement, waiting list communications and unsuccessful application notifications.
- Maintain accurate enrolment records and data within College systems.
- Liaise with strategic members of staff, including Deputy Principals and Heads of Year, regarding incoming and departing students and enrolment-related matters.
- Prepare enrolment reports and analysis relating to applications, waiting lists, future enrolment projections, student movements and enrolment trends.
- Assist the Business Manager with matters relating to international student enrolments and compliance requirements.
- Maintain strict confidentiality regarding enrolment records, applications and family information.

Leadership and Team Coordination:

- Provide day-to-day supervision and support to the Enrolment Assistant.
- Allocate, coordinate and monitor enrolment administration tasks to ensure timely and accurate outcomes.
- Provide guidance and training to support consistent enrolment procedures and service delivery.
- Review enrolment workflows and identify opportunities to improve efficiency and customer experience.
- Foster a collaborative, professional and service-focused culture within the enrolment function.

Family Engagement and Customer Service:

- Act as the primary point of contact for prospective families throughout the enrolment journey.
- Build positive and professional relationships with prospective and current families.
- Respond to enrolment enquiries promptly and professionally via telephone, email and in-person interactions.
- Conduct College tours and attend enrolment-related events as required.
- Support prospective families through application, interview and acceptance processes.
- Provide exceptional customer service that reflects the College's values and commitment to excellence.

Marketing:

- Engage with our communications and marketing team to develop enrolment marketing initiatives that promote the College's mission, values and unique offerings, including open days, school tours, community events, and digital marketing campaigns.
- Manage prospective family engagement by maintaining regular communication, responding to enquiries, and nurturing relationships throughout the enrolment journey to maximise enrolment conversions.
- Collaborate with College leadership and communications staff to create and distribute enrolment marketing materials, monitor campaign effectiveness, and identify opportunities to enhance the College's profile and attract new families.

Administrative and Clerical tasks:

- Maintain accurate enrolment databases and records.
- Provide enrolment data entry and reporting support.
- Assist the Principal, Business Manager and Executive Leadership Team with enrolment-related enquiries and information requests.
- Attend meetings with the Principal and Business Manager regarding enrolment matters as required.
- Support broader administration functions during peak operational periods when directed by the Business Manager.
- Redirect enquiries to relevant staff as appropriate.
- Provide assistance to parents and visitors via telephone, email and in person.

4. SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

- Experience in administration, customer service, reception, or related fields.
- Excellent written and verbal communication skills.
- Strong organisational skills and attention to detail.
- Ability to maintain confidentiality and exercise discretion.
- Demonstrated ability to coordinate competing priorities and meet deadlines.
- Experience leading, supervising or coordinating the work of others.
- Proficiency in Microsoft Office applications.
- Ability to work independently and collaboratively within a team environment.
- Commitment to supporting the Catholic ethos and values of the College.
- Current Working with Children Check and National Police Clearance or the ability to obtain.

Desirable

- Experience within a school or educational environment.
- Knowledge of enrolment processes and customer service practices.
- Experience using school administration systems such as AOS and SEQTA.
- Experience supporting events, stakeholder engagement, or administrative projects.

5. OTHER

Personal Attributes
The successful applicant will demonstrate:

- A friendly, professional, and service-focused approach.
- Strong interpersonal and relationship-building skills.
- Integrity, discretion, and reliability.
- Initiative and a willingness to support team objectives.
- Excellent organisational skills and attention to detail.

- A proactive and flexible attitude.
- Commitment to contributing positively to the College community and supporting the mission and values of Chisholm Catholic College.

Child Safeguarding and Catholic Ethos
Chisholm Catholic College is committed to providing a child-safe environment where all students are respected, protected, and empowered. All employees are expected to uphold the College's Child Safe Framework, maintain professional standards of conduct, and support the Catholic identity, mission, and values of the College.

This position is subject to annual, informal review via the Business Manager which may see agreed revision of duties and tasks. In addition, a formal appraisal process shall occur in every third year.