

Enrolment and Administration Support Officer

Harrisdale Senior High School

Position number	00038783
Agreement	Department of Education (School Support Officers) CSA General Agreement 2021 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about Harrisdale Senior High School is available on [Schools Online](#).

Visit education.wa.edu.au for more information about the Department of Education.

Key responsibilities

- Administer school databases, records and management information systems, including student transfer and personal data and generates statistical, academic and Centrelink reports, letters and fee schedules.
- Implement the department's Enrolment policy and provide input into the development and implementation of school enrolment procedures.
- Assist staff operating and utilising student databases and systems.
- Liaise and negotiate with students in relation to their enquiries, applications, courses of study requests, enrolment procedures and visa issues.
- Process local students enrolment applications.
- Manage student timetabling, class set up and adjustments as required, under the direction of the Deputy Principal.
- Assist with the induction and training of front office school support staff, including the development and delivery of programs and materials.
- Undertake student-related activities such as providing information and advice, collecting documentation for enrolment of new students and liaising with bus companies concerning routes.
- Manage incoming telephone calls, visitor enquiries, diary appointments, meetings, emails and other communications.

Selection criteria

1. Demonstrated good verbal and written communication skills and experience in the application of customer service principles and practices.
2. Demonstrated good interpersonal skills and the ability to work effectively and constructively as part of a team.
3. Demonstrated experience in the use of computer application systems, including databases, spreadsheets and word processing software.
4. Demonstrated initiative and good organisational skills, including the ability to manage conflicting timelines.
5. Demonstrated skills and experience in providing administrative support.

Eligibility and training requirements

Employees will be required to:

- obtain a current department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the department's induction program within three months of commencement
- complete any training specific to this role required by departmental policy
- complete the department's training in Accountable and Ethical Decision-Making within six months of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 7 June 2022
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