



## Enrolment and Administration Support Officer

WA College of Agriculture - Denmark

<b>Position number</b>	00043042
<b>Agreement</b>	Department of Education (School Support Officers) CSA Agreement 2021 or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services (Level 5)
<b>Direct reports</b>	Nil

### Context

Western Australian College of Agriculture – Denmark (the College) provides Year 10, 11 and 12 students with a unique educational experience focused on innovation and excellence. The College is located just east of the town centre of Denmark, 420kms south of Perth. Students are offered the opportunity to achieve the best possible educational outcomes within the context of a commercially operating farm, state of the art trade training workshops, undercover equestrian facility, and a robotic dairy. The College operates at capacity with a full residential facility supplemented by local students attending as day students.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out 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 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, enrolment procedures and visa issues.
- Process enrolment applications in accordance with the Department's Enrolment Policy.
- Assist with the induction and training of front office school support staff.
- Undertake student-related activities such as providing information and advice, collecting documentation for enrolment of new students.
- Manage incoming telephone calls, visitor enquiries, diary appointments, meetings, emails and other communications.
- Assist with administrative processes and provision of information to students, staff and parents, ensuring a responsive and effective student support service.

- Under direction, collaborate and conduct discussions with staff, parents/guardians and the community to identify student absenteeism and truancy and to collect and provide case information.
- Provide administrative support for ad hoc special projects and support across school teams as business needs arise.

### **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 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

### **Certification**

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

### **ENDORSED**

Date            25 October 2022  
Reference    D22/0819622