

Enrolment and Administration Support Officer

Byford Secondary College

Position number	00043897
Agreement	Department of Education (School Support Officers) CSA General Agreement 2022 (or as replaced)
Classification	Level 2
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about Byford Secondary College is available on [Schools Online](#).

Visit 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 generate 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 parents in relation to their enquiries, applications, courses of study requests, enrolment procedures and visa issues.
- Process students' enrolment applications.
- Facilitate student timetabling as directed.
- Undertake student-related activities such as providing information and advice, collecting documentation for enrolment of new students.
- Support transition processes for students starting year 7.
- 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 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 1 September 2023
Reference D23/1502566