



Position Description – Enrolments Officer

Position Title: Enrolments Officer

Reports to: Co-Principals

Key relationships: Marketing & Media Officer

Employment Type: Part-time, term-time with additional scheduled days

Day of work: Thursdays (Term time)

Hours: 8:00 am – 4:15 pm

Location: Compass Independent School, Kelvin Grove

About Compass Independent School

At Compass, we are more than just a place of learning; we are a community driven by shared values of being **caring, fair, open-minded** and **respectful**. We strive to create an environment where children, staff and families feel supported, connected and inspired.

About the Role

Do you love meeting people, building genuine connections and helping families find the right fit for their child?

We're looking for a friendly, organised and relationship-driven person to support our enrolments process. This role plays a key part in welcoming new families to Compass and supporting them from first conversations through to becoming part of our school community.



Role Purpose

The Enrolments Officer plays a key role in promoting Compass Independent School to prospective families and guiding them through the admissions process from initial enquiry to commencement. The role focuses on community and family engagement, enrolment management and collaboration with the school's marketing and leadership teams to ensure a seamless and welcoming experience for new families.

This position supports the school's growth and reputation by developing relationships that support future enrolment opportunities, maintaining accurate data and providing professional and personalised communication with prospective families.

Key Responsibilities

1. Enrolment Management

- Manage the end-to-end enrolments process, from initial enquiry to commencement.
- Maintain and update the school's enrolment database.
- Record, track and report on enquiry, application, offer and acceptance stages.
- Coordinate enrolment interviews, tours and open days in collaboration with the Marketing & Media Officer.
- Prepare and distribute enrolment correspondence and enrolment offer documentation.
- Ensure enrolment processes align with school policies, legislation and census requirements.

2. Relationship Management

- Act as one of the first points of contact for prospective families and ensure all enquiries receive prompt, professional and welcoming communication.
- Build positive relationships with families, guiding them through the enrolment process and maintaining regular contact.
- Liaise with the Co-principals regarding prospective student admissions and enrolment trends.



- Collaborate with the Marketing & Media Officer to support communication initiatives that promote the school and strengthen community engagement.

3. Data and Insights

- Analyse enrolment and retention data to identify trends and prepare reports for the Co-Principals.
- Monitor enrolment-to-enquiry conversion rates and provide recommendations for continuous improvement of enrolment processes.
- Maintain confidentiality and accuracy in all family and child and young person records.

4. Compliance and Administration

- Ensure all enrolment and admissions practices comply with relevant legislation, privacy standards and school policies.
- Prepare statistical data for internal reporting, audits and the annual school census.
- Review and update enrolment forms, templates and procedures as required.

5. Other

- Act as the **Responsible Officer (RO)** on nominated working days, serving as the escalation point for early pick-ups of children and young people, significant first aid incidents or operational issues that arise after morning administrative coverage by the school's Administrative Assistant concludes.
- Coordinate responses and liaise with relevant staff or families as required and escalate to the Co-principals when necessary.
- Undertake additional duties as requested by the school leadership team to support the safe and effective day-to-day operation of the school.



Skills and Attributes

- Strong interpersonal and relationship management skills.
- High level of professionalism, warmth and discretion.
- Excellent written and verbal communication skills.
- High attention to detail and accuracy in record keeping.
- Ability to manage multiple priorities and meet deadlines.
- Data-literate, with the ability to analyse and report on trends.
- Proficiency in digital tools and databases (Google Workspace).

Experience and Qualifications

- Experience in enrolments, admissions, customer relations or marketing (preferred).
- Demonstrated administrative and/or data management experience.
- Knowledge of school operations or independent school environments (advantageous).
- Current Queensland Blue Card (Working with Children Check) is required.
- First aid certification (or willingness to obtain).

Classification, Hours and Remuneration

- **Classification:** Level 4 under the *Educational Services (Schools) General Staff Award 2020*.
- **Hours: Thursdays (Term Time), 8:00 am – 4:15 pm.**
- **Weeks per year:** Term time, plus up to three additional days scheduled outside of term time to support key school operational periods (including the commencement of the school year, end-of-year transition and mid-year preparation).
- **Remuneration: \$40 per hour + superannuation.**
- Remuneration will be paid in accordance with the Award and hours worked.



Relationships

- **Internal:** Co-Principals, administrative staff, teaching staff
- **External:** Prospective families, community organisations, Kindergartens and external providers

Values Alignment

All staff at Compass Independent School are expected to uphold and model the school's values of being caring, fair, open-minded and respectful in all interactions with children, young people, families, colleagues and the wider community.

Child Safety Commitment

Compass Independent School is committed to child safety. Employment is subject to child safety screening, including a current Queensland Blue Card (Working with Children Check) and referee checks.