

POSITION: Enrolment Officer

REPORTS TO: Assistant Principal

DATE CREATED: September 2020

ORGANISATIONAL ENVIRONMENT

The Hester Hornbrook Academy (HHA) provides flexible education and learning options, including VCAL (Victorian Certificate of Applied Learning) and VETIS (Vocational Education and Training in Schools). Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students and integrate wellbeing and life skills approaches. Teachers and Youth workers work together to support students. We have classes and outreach learning options for students who are young mums, currently in or leaving out of home care, experiencing homelessness, or who have been disengaged from mainstream education.

JOB CONTEXT

Each HHA classroom is supported by a team comprised of a VCAL/VETis teacher and Youth Worker. The classroom team collaborates to provide a safe, respectful and productive learning environment. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic, pathway and other life goals. The teacher and youth worker bring different and overlapping skills and experience to the classroom to provide a holistic response to the students' educational needs.

JOB PURPOSE

The Enrolment Officer and Daily Organiser (including timetable development) is specifically responsible for ensuring all aspects of the HHA enrolment processes are managed to an excellent standard. The Enrolments Officer is one of the first points of contact for prospective student, parents/carers and referral agencies. A high level of professionalism, efficiency and timely communication are integral to this role.

Also being responsible for daily organisation and timetable development (using Edval) the position requires a high level of organisation to maintain the college programs on a day to day basis through the coverage of classes when teachers are absent, on professional development or excursions and other school activities.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Manage all aspects of the enrolment process, including; continuous improvement of the on-line process, data entry, and maintenance of student contact details using the Sentral Student Management System.
- Build and maintain relationships with potential students, parents/carers and referral agencies, promote HHA and its offering in a positive and professional manner.
- Organise and conduct tours highlighting and explaining the HHA flexible setting and programs for educational success.

- Respond to all expression of interest enquiries, answer questions and complete all enrolment processes.
- Regular travel between HHA campuses and MCM sites is required.
- Ensure students have completed relevant applications and documentation, including; enrolment applications, classroom team Individual Education Plan development, and Nationally Consistent Collection of Data (NCCD) funding applications.
- Responsible for the fair and equitable allocation of extras and in lieu classes; organise Casual Relief Teachers (CRT) to cover classroom teachers and maintain records to track extras and in lieu classes on the Human Resource platform.
- Build and maintain the timetable and room allocations each semester under the direction of the Assistant Principal.
- Prepare and publish supervision rosters (e.g. break supervision) based on student supervision requirements provided by the leadership team.
- Responsible for the administration of student enrolment, tutorial and other incidental tasks.
- Participate in regular supervision, whole school and campus meetings, the performance review processes and professional learning as required.
- Ensure that all Child Safe, risk management and HHA documentation is adhered to.
- Contribute to a culture of continuous review, improvement of student learning outcomes and achievement of the HHA Strategic Plan (SP) and Annual Implementation Plans (AIP).
- Ensure services are delivered within the framework of MCM/HHA policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Assistant Principal or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of HHA and MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none"> • Employees from the HHA team (e.g. Youth Workers & VCAL/VETis Teachers) • Employees from the Education, Training & Transitions team • Employees from the Homelessness, Justice & Family Services division |
| External Relationships | <ul style="list-style-type: none"> • Education Partners • Relevant community services providers • Student's communities |

KEY SELECTION CRITERIA

The following key selection criteria must be addressed in the application for this position:

Essential:

- Demonstrated experience in administrative competencies and high-level office administration, ideally within the education sector.
- Advanced computer literacy, including proficiency with the Microsoft Office Suite, Edval, Sentral (Student Management System) and communication platforms relevant to school settings.
- Ability to build and maintain positive relationships and communicate with people of diverse backgrounds and abilities.
- Demonstrated experience processing applications with outstanding attention to detail.
- Strong organisational and time management skills with the ability to prioritise tasks.
- Excellent written and verbal communication skills.
- Demonstrated ability to work to demanding deadlines and to adapt and operate effectively in a dynamic and busy school environment.
- Ability to act in a professional, personable and knowledgeable manner to prospective and existing staff, students, parents/carers, referring agencies and the wider school community.
- Proven ability to maintain confidentiality and monitor level of disclosure of sensitive information.
- Experience working with young people, LGBTQI young people and young people from diverse cultural backgrounds who have existing barriers to engaging in education.
- Demonstrated capacity to work flexibly and collaboratively, with the ability to manage competing demands.
- Understanding of relevant legislation, including Child Safe Standards as they are relevant to a Senior Secondary School setting.
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Desirable

- Understanding of the Victorian education system.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

HHA/MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all HHA/MCM policies related to Occupational Health and Safety in the workplace.

- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

HHA/MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
PARTNERSHIPS	Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised as being principled and as having expertise as a leader.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.

PEOPLE **Resilience & Bounce Back**
Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

PEOPLE **Builds Capability & Realises Potential**
Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.

PEOPLE **Safety First**
Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate HHA/MCM's values:

TOGETHER We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

COURAGEOUS We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

CURIOUS We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

OPEN We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

ACCOUNTABLE We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.