



Baptist Churches

WESTERN AUSTRALIA

JOB DESCRIPTION

YOUR JOB TITLE: Enrolment Officer 0.6FTE

YOUR NAME:

DEPARTMENT: Vose Seminary

YOUR SUPERVISOR: Director of Student Services

APPROVED BY:

Your Signature

Supervisor Signature

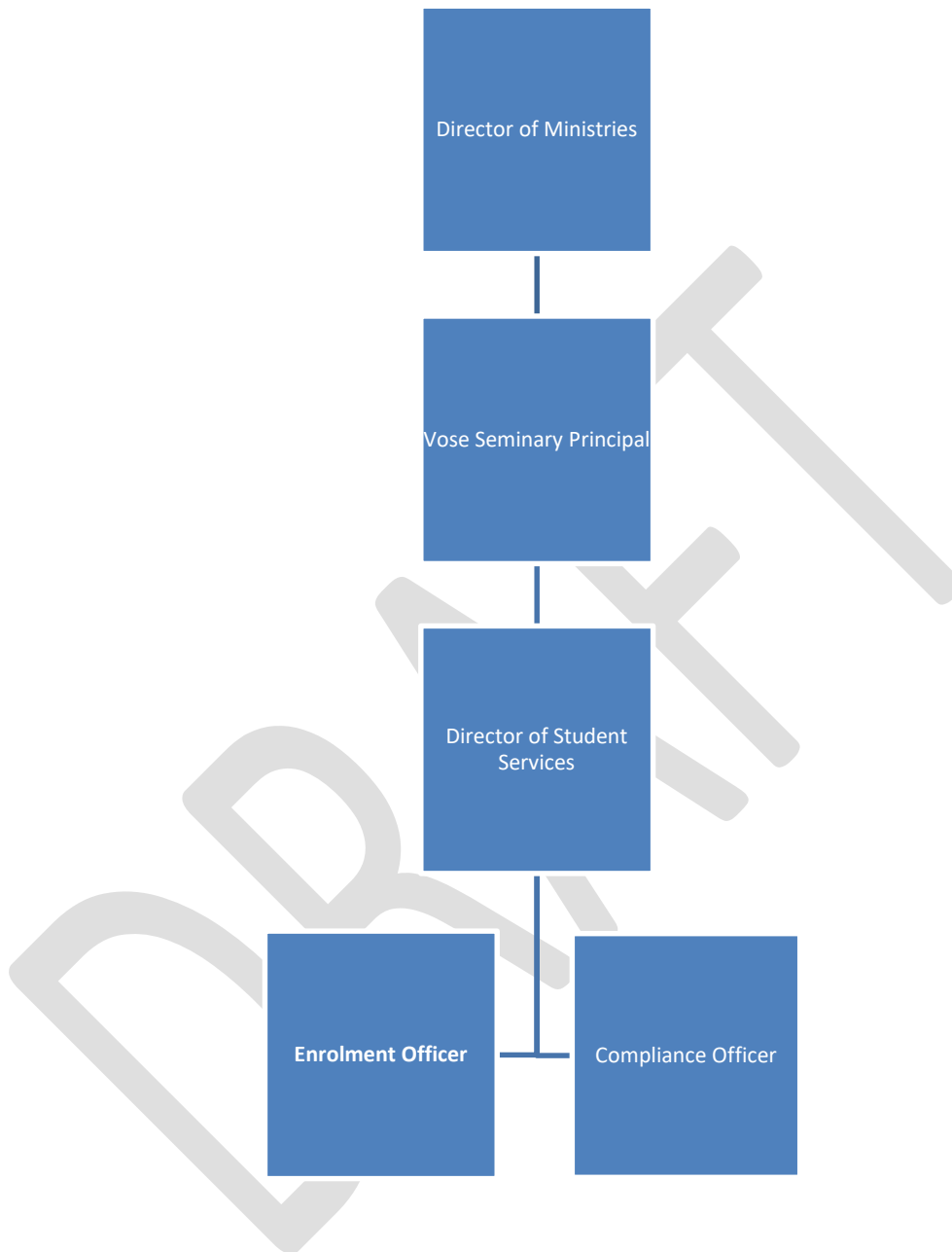
JOB PURPOSE

In a couple of sentences this describes what your job is expected to accomplish. Describing what overall end results are expected from your position and how they contribute to the success of Baptist Churches Western Australia.

This role is a vital part of our student services team responsible for administering the enrolment process, student administrative tasks and maintaining student data while ensuring a warm, efficient and professional administrative experience for staff, students and key stakeholders.

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ORGANISATION STRUCTURE



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JOB RESPONSIBILITIES

WHAT you do	HOW you do it	WHY you do it (expected end result)
Student Services	<ul style="list-style-type: none"> • Function as a vital part of the student services team • Direct students to appropriate staff and assist with movement of students through administrative and faculty areas. • Carry out student service tasks including parking permits, student cards, student enquiries/issues, photocopy accounts, and covering any other student related tasks in liaison with the other members of the Student Services team. • Book Academic advice appointments for students. • Notify students regarding changes to classes. • Process incoming student assignments and extension requests • Ensure Centrelink enrolment check is complete bi-annually • Check attendance and notify relevant staff • Provide transcripts on request for current and past students • Assist DSS with any academic matters as required. 	<p>Deliver a high and consistent standard of service to all who pass through our doors</p> <p>To ensure accurate information is provided to students.</p> <p>To monitor student attendance in liaison with faculty, paying particular attention to overseas students and visa requirements for attendance.</p>
Staff Services	<ul style="list-style-type: none"> • Assist faculty with photocopying, printing, scanning or other administrative tasks as required. 	<p>To ensure smooth operation of the teaching and learning programs.</p>
Enrolment Process	<ul style="list-style-type: none"> • Adhere to enrolment and registration processes for domestic and international students as outlined and directed by the Director of Student Services (DSS) and relevant policies and procedure. • Utilise enrolment process systems, including SMS and CRM platforms ensuring all student leads are recorded, distributed to appropriate staff and followed up. 	<p>To ensure a smooth, efficient and timely enrolment process for students both prospective and continuing.</p> <p>To ensure current and deferred students are followed up in a timely and appropriate fashion.</p>
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	<ul style="list-style-type: none"> • Advise prospective students about courses, subjects, fees and application procedures and refer to relevant Course Adviser in liaison with DSS • Assist DSS to co-ordinate student interviews and acceptance letters. • Process ACT and Vose Training student entry into Moodle, and ensure they are enrolled in correct units • Ensure all prospective and re-enrolling students are followed up by the appropriate staff / faculty in liaison with DSS. • Implement variation of enrolment process including compassionate withdrawal • Data entry for student records on all relevant learning and student management systems. • Update and maintain Moodle (passwords/usernames, photos, enrolments, enrolment suspensions, uploads, problem solving, attendance sessions, monitoring data entry, backups and archiving) • Scan, file and maintain all student records 	<p>To ensure Moodle data is kept current and is backed up and stored on the server periodically.</p>
Enrolment invoicing	<ul style="list-style-type: none"> • Work with accounts to process and crosscheck all student fee charges so they can be invoiced in a timely manner • Set up student direct debits according to policy in liaison with DSS 	<p>To ensure good financial process</p>
Data Management	<ul style="list-style-type: none"> • Effectively utilise and maintain accurate data management across all databases and systems including Moodle, PowerPro, TAMS, CMS, PRISMS etc, ensuring accurate and current records for all aspects of Vose are kept in accordance with relevant legislation, policy and procedures. • Produce statistical reports on student data, as relevant to each area of Vose Seminary (incl. ACT, RTO etc) at intervals as requested by the Director of Student Services. 	<p>To ensure accurate records are kept, provide early warning of deficiencies and assist with government reporting and compliance.</p> <p>To maintain regulatory and legislative compliance and high standards of governance for the Seminary.</p> <p>To support the DSS on matters pertaining to academic</p>

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	<ul style="list-style-type: none"> Assist DSS to prepare moderation reports. Assist DSS to compile UQAF reports. 	administration and ensure the highest academic standards are being kept.
General Administration	<ul style="list-style-type: none"> Professionally represent the Seminary through personal presentation, telephone manner and customer service Welcome all students, visitors and direct those arriving for meetings; offer tea or coffee where appropriate. Carry out general office, clerical, administrative, library and front counter duties to assist as required. Adhere to BUWA and Seminary policy, guidelines and procedures. Demonstrate diplomacy due to handling confidential information. 	To provide a warm, friendly, competent, efficient front of house experience at Vose for all prospective and current students, clients, staff and visitors.
Facility	<ul style="list-style-type: none"> In liaison with the wider admin team ensure that all areas are set up, clean and secured to a high level at the beginning and end of the day and that all foyers and displays are up to date at all times. 	To ensure that the physical surroundings are cared for and first impressions are maintained at all times
Involvement in community life	<ul style="list-style-type: none"> Support and participate in the planning and execution of Seminary events including Open Day, Orientation Day, Booksale and Commencement and Conferral service. Regular involvement in Chapel, staff prayer and staff meetings Regular involvement in weekly student lunch. 	<p>To contribute to fostering a vibrant worshipping and learning community at Vose.</p> <p>To foster strong and positive relationships between faculty and staff and students at Vose.</p>
Other	<ul style="list-style-type: none"> To take any other delegated task whenever required 	To fulfil the need

DECISION MAKING AUTHORITY

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Authority level of job (by describing decisions that can be made and actions that can be taken).

DECISIONS:

(a) Made without referring to Supervisor

Decisions involved in the day to day running of student services administration that are in accord with Vose policies, strategic plan, procedure and budget. Data entry

(b) Referred to supervisor for a decision

Course Pathway Advice must always be signed off by the DSS or appropriate Course Pathway Advisor.

Matters about which there might be ambiguity or you are unsure as to the correct action. All complaints and major issues.

Decisions that may adversely impact the reputation of Vose or any of its faculty or staff.

KNOWLEDGE, SKILLS AND PERSONAL QUALITIES REQUIRED IN JOB

Describe the knowledge, skills and personal qualities required to do the job.

(a) Formal education:

- Relevant qualification desirable but not essential

(b) Work Experience:

- Experience in administration highly desirable
- Experience with TAMS, PowerPro and /or Moodle beneficial but not essential.

(c) Personal Qualities (e.g. people management, attention to detail)

- Relationship and commitment to The Lord Jesus Christ.
- Commitment to:
 - BCWA Values, Vision and Mission
 - The leadership, ethos and strategic plan of the Baptist Churches Western Australia (BCWA) and its departments
- Strong, warm and professional 'front line' interpersonal skills and presentation
- Attention to detail including project, data and process protection
- Ability to remain calm under pressure and manage time skilfully
- Ability to handle a wide variety of tasks at any point in time
- Ability to work in team and develop unity amongst staff
- Strong written and verbal communication skills.
- High level of IT competency and speed including Microsoft Office Suite and databases
- Ability to manage confidential and sensitive information
- Ability to work independently and innovatively to tight deadlines
- Flexibility to work outside of normal hours on occasion if required.

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