



# ST JOHN'S

## Anglican College

## POSITION DESCRIPTION

### Registrar

#### Overview of St John's

St John's Anglican College is the leading Kindergarten to Year 12 coeducational school in south west Brisbane and is an International Baccalaureate World School for the Primary Years Program. St John's Anglican College strives to provide an extraordinary, globally innovative and future-focused education from Kindergarten to Year 12. Our graduates are well educated, respectful, resilient and compassionate; equipped to be people of influence in their communities. Our teachers care about their students and are leaders in learning, focused on providing the best possible educational environment and ensuring that each child's academic potential is maximised. We value and acknowledge the skills, energy and commitment of our employees. Accordingly, we seek to attract, develop and retain staff of the highest calibre and provide a working environment that enables them to maximise their contribution to achieving the College's mission, vision and values.

#### Mission

St John's inspires lifelong learning by living faith with the courage to lead self and serve others.

"where learning comes alive"

#### Vision

Every learner is empowered to excel and equipped to embrace the challenge of any future.

"developing people of good character"

## Values

**Faith** – We are guided by faith in God, our community and our self.

**Hope** – We believe in the power of mindset and attitude. We foster a positive, safe, optimistic and empowering environment.

**Love** – We flourish by demonstrating cooperation, encouragement, compassion and joy.

**Courage** – We grow by being brave, confident, determined, resilient and putting in the effort.

**Community** – We are service-led and do so with respect by nurturing and celebrating relationships and traditions.

**Justice** – We stand for inclusivity, equity, acceptance of diversity and are stewards of the environment.

## Student Protection

The following Statement of Commitment seeks to provide a foundation to reflect, encourage and support a child safe culture.

The Statement is to be implemented by all persons within an Anglican School or Education and Care Service.

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God.
- Every child: loveable and loved, unique and unrepeatable.
- Outstanding education for the flourishing of people and the good of community.

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people;
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm where it exists; and
- respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people’s best interests is at the heart of what we do.

POSITION DETAILS	
Department:	Development <b>Location:</b> Secondary campus
Position reports to:	Manager Marketing and Development
Positions reporting to this role:	Nil
Status:	Permanent, Full-Time
Salary Level:	Level 8 - Support Staff Classification Structure
Academic Qualifications required:	Bachelor qualification in a relevant discipline (Administration/Business Studies) or Certificate and/or Diploma level qualification (Administration/Business Studies) with significant experience.
Required experience:	Previous experience in a similar role or customer service or an administrative role in an independent school environment and experience with TASS is highly desirable. High level ICT competency, specifically Microsoft Office products and Digistorm platforms.
Special conditions:	Some out of hours’ work is required, which has been considered in setting the remuneration level.

## Purpose of the position

The Registrar has responsibility for all facets of the student enrolment process for domestic enrolments from Kindergarten to Year 12. As the first point of contact for prospective families, the Registrar plays a pivotal role in promoting the College and proactively executing the enrolments process. Through the provision of excellent and responsive customer service, the Registrar builds positive relationships with prospective families supporting them through the enrolments process from enquiry to commencement.

Standards are to be maintained at the highest level, supporting the vision, values and objectives of St John’s. In accordance with organisation values. All responsibilities will be undertaken in a way that reflects ethical behaviour, quality service, a caring environment and values people.

The Registrar is accountable for the efficiency of procedures and information processes used in supporting the enrolment function and accuracy and efficiency of internal and external communication.

## Duty of Care

The Registrar will contribute to the College’s duty of care for both staff and students by adhering to all requirements relating to the development of an environment which is free from the risk of injury, harm and/or disease as required by the Work Health and Safety and Child Protection Acts and relevant College policies and practices.

## College Expectations

Administration staff at St John’s Anglican College will be:

- Supportive of the Aims and Philosophy of the College
- Supportive of the Christian values and ethos of the College
- Focused on the needs of the College’s clients
- Maintainers of the confidentiality of the team
- Facilitators of positive and productive College community relationships
- Focused on developing a culture of excellence

### DOMAINS OF PROFESSIONAL RESPONSIBILITY

The Registrar is responsible for meeting the following domains of professional responsibility. These responsibilities should be read within the context of the Statement of Principles of Effective Support Services below.

Student Protection:	The Registrar will know, understand, apply and abide by all requirements of the Protecting Children and Young People in Anglican Education Policy and Procedures.
Commitment to the College Vision and Goals:	The Registrar demonstrates a commitment to the College aims and philosophy in holistic education and supports the College’s worship and value based approaches. The Registrar will embrace change and support College development, with a particular focus on building positive and productive relationships with children and their families.
Collaboration within the Learning Community:	The Registrar contributes to the creation and maintenance of a collaborative and supportive learning community; upholding the values and standards of the learning community.
Development of the College Community:	The Registrar will provide effective management of the College’s relationships with parents and other stakeholders. The Registrar develops a climate of warmth, hospitality and client service within St John’s Anglican College; building positive and productive relationships with students, parents and the wider community. This includes: <ul style="list-style-type: none"> <li>• being responsive to enquiries,</li> <li>• administering the enrolment application process,</li> <li>• recording details accurately,</li> <li>• provision of tours of the College that express the community and culture effectively to prospective clients and</li> <li>• creating a welcoming atmosphere at College Open Days.</li> </ul>
Enrolment Management:	The Registrar under the guidance of the Manger Marketing and Development will administer the College’s enrolment activities and projects to enhance the enrolment processes and increase the quantity and quality of enquiries, applications and enrolments. The Registrar will promote a welcoming environment for prospective clients and maintain and enhance the College’s positive public relations profile. Responsibilities of the Registrar will include: <ul style="list-style-type: none"> <li>• administering the end to end enrolment process;</li> <li>• ensuring each stage of the enrolment process (pipeline) is effective, efficient, monitored, followed up and service orientated;</li> <li>• utilising the College CRM student software and enrolment management system to manage the enrolment process;</li> <li>• in collaboration with the Development Team, assist in the development of</li> </ul>

	<p>marketing and recruitment strategies to attract domestic students;</p> <ul style="list-style-type: none"> <li>• coordinating the College Open Mornings and monthly Group Tours including preparation and delivery of all communication to prospective and attending families (pre and post tour), meeting with families on the day and supporting the set up and bump outs;</li> <li>• coordinating enrolment interviews for prospective students and their families with relevant senior staff;</li> <li>• providing regular reports to the Manager Marketing and Development, Principal and Business Manager on current and projected enrolment figures;</li> <li>• analysing and reporting on the statistical data available in the College’s enrolments database regarding the movement of prospective enrolments through each stage of the enrolment journey from enquiry through to commencement and sharing feedback;</li> <li>• liaising with the Business Manger to prepare and provide data and information to relevant government departments, including the bi-annual Census;</li> <li>• coordinating the scholarship processes in conjunction with the Manager Marketing and Development including liaising with key staff on scholarship criteria, providing content for the College website, communication with registered scholarship participants, scholarship recipients and non-recipients and attendance at the Scholarship academic exam day;</li> <li>• ensuring enrolment and enquiry databases remain accurate and up-to-date;</li> <li>• offering solutions for continuous improvement of the enrolment process including liaising with the admissions software development company;</li> <li>• maintaining a current understanding of the College’s (Kindergarten to Year 12) key points of difference, operations, curriculum, extra curricular activities and future plans in order to provide prospective families with the most accurate and appropriate information;</li> <li>• seeking and compiling feedback from families on the enrolment process to determine levels of satisfaction and opportunities for improvement.</li> </ul>
<p>Service Delivery:</p>	<p>The Registrar will assist with the development, implementation and management processes to evaluate the effectiveness of the College’s enrolments practices. In doing so, the Registrar will assist with practices that ensure the College meets all statutory compliance obligations relating to the enrolment function, including record keeping and reporting.</p>
<p>Office Management:</p>	<p>The Registrar will maintain an efficient and well organised office for the enrolment function in an environment where confidentiality, responsiveness and flexibility are essential, by ensuring that policies and office procedures are adhered to effectively and efficiently. The incumbent will prepare drafts and/or final copies of communications, reports, presentations and associated documentation and schedule enrolment appointments, arrange meetings and prepare the required information.</p>
<p>Document Archive Coordination:</p>	<p>The Registrar will maintain accurate record keeping of the College’s archiving of documents with an external provider, including storage and retrieval of files in accordance with College policy and procedure.</p>
<p>All employees recognise and accept that multi-skilling is an essential component of employment with the College and that they may be required to undertake duties that are outside their normal position description but within their skills, competency and capability.</p>	

### SELECTION CRITERIA/COMPETENCIES

The ideal candidate will possess the following competencies, skills, qualifications and experience.

- Experience in an administrative role in a marketing or customer service environment and/or the completion of tertiary studies with appropriate work experience.
- Skills in administrative systems and processes and extensive experience providing administrative support.
- Extensive experience with computer technology, computer programs and database management such as the Microsoft Office suite and/or TASS.
- Ability to maintain accuracy, attention to detail, set priorities and work to deadlines.
- Excellent communication and interpersonal skills, including conflict resolution and negotiation.
- Well-developed analytical, conceptual and problem-solving skills.
- Proven ability to handle and maintain workplace confidentiality.
- Ability to exercise initiative and judgement and to work independently.
- Ability to work as part of a small professional team and to develop effective working relationships across both internal and external networks.
- Integrity, diplomacy and sensitivity in communicating with a wide range of internal and external clients.
- Flexibility and adaptability to handle competing work demands maintaining consistently high standards.
- Ability to learn quickly and enthusiastically and to develop an understanding of a multifaceted workplace.
- A growth mindset.
- Professional presentation always.
- Supportive of a Christian ethos.
- The ability to obtain and maintain a Working with Children Blue Card.

## St John's Anglican College Statement of Effective Support Services

The College believes that the success of support staff will occur when they are committed to the provision of quality professional services for staff, students and families, which adds value to the College's operations and programs. This will be achieved through:

- Providing quality client service
- Pastorally caring for students as appropriate
- Supporting teacher's work
- Working efficiently and harmoniously
- Participating in and supporting teamwork
- Being flexible and open to learn new ways
- Embracing fully the use of technology

Critical to our success will be an approach that:

- Embodies the values and standards of the College
- Adopts a personal approach to client service
- Demonstrates efficiency, accuracy and competency in our work
- Is proactive
- Seeks continuous improvement through opportunities for training and development

## Important information

People who work for St John's Anglican College must comply with the Code of Conduct, relevant legislation, policies and procedures.

- A National Register Check will be conducted on recommended candidates in relation to any circumstances which exist that may conflict with the candidate's employment at St John's Anglican College.
- People appointed to this position must have the ability to successfully obtain and maintain a Working with Children Blue Card in accordance with the *Working with Children (Risk Management and Screening) Act 2000*.