



## **SACRED HEART GIRLS' COLLEGE**

### **REGISTRAR POSITION DESCRIPTION**

Sacred Heart Girls' College is a Catholic faith community enriched by the Our Lady of the Missions charism; a community where students are at the heart of all that we do.

We commit to honouring the uniqueness and gifts of each person by:

- Celebrating and strengthening our Catholic identity, history and heritage
- Creating an authentic, challenging, collaborative and safe learning environment
- Building a culture of excellence
- Adopting ethical and responsible practices that ensure sustainable use of resources
- Working in partnership with parents and the broader community

Reporting to the Community Relations and Engagement Leader, the Registrar works in close partnership with the Principal, College Leadership Team, Student Wellbeing and Support Services. By supporting and modelling the College values and ethos when dealing with all stakeholders, the Registrar serves as a distinguished ambassador for the College.

The Registrar, in conjunction with the Community Relations and Engagement Leader, will develop and implement student enrolment and retention strategies that maximise and maintain enrolments in all areas of the College. They promote the College to the wider community in a variety of ways and assist families in helping them decide that Sacred Heart Girls' College is their school of choice.

The Registrar is the first and continual point of contact for all prospective families from enquiry to enrolment at Sacred Heart Girls' College. They are expected to demonstrate a comprehensive understanding of the College's vision, mission and values; history and traditions; teaching and learning programs; co-curricular programs and facilities; and communicate these to prospective parents and students in a positive way. The Registrar will also provide data and recommendations to the Community Relations and Engagement Leader to assist with strategic planning and generate weekly and monthly enrolment reports for the Leadership Team.

The Registrar is expected to have full knowledge of the Melbourne Archdiocese Catholic Schools (MACS) Enrolment Policies and Procedures and to keep abreast of issues and guidelines for Registrars in Catholic schools, by attending professional learning, briefing sessions and network meetings as required. The Registrar demonstrates professionalism and warmth as the public face and voice of the College, particularly as the first contact for future students and their parents. They will be highly organised and can effectively manage multiple priorities in a dynamic, fast paced environment. Impeccable communications skills assure the Registrar will have confidence when dealing with internal and external stakeholders.

## **RESPONSIBILITIES**

### **Student Enrolments**

- First contact point for enrolment applicants by providing:
  - accurate enrolment information for the College website to the Digital Content and Publications Officer
  - respond to and follow-up all enrolment enquiries within 48 hours
  - organise Open Mornings and other events relating to enrolments
  - ensure material included in information packages including the College prospectus, promotional materials, enrolment forms and College-branded merchandise are up to date and promote the College advantageously.
- Administer the enrolment process:
  - liaise with relevant schools regarding enrolment policy and processes
  - schedule enrolment interviews
  - prepare correspondence, documentation and forms required for all new enrolments
  - prepare correspondence for unsuccessful enrolment applicants
  - liaise with the Principal and Director of Business Operations regarding families who may have identified financial difficulties related to the payment of fees
  - ensure compliance regarding any special needs, medical conditions, court orders, immigration or visa regulations in new enrolments.
- Establish and ensure data quality in student databases for students new to the College specifically:
  - new enrolments
  - changes of address
  - special needs or orders
  - medical records
  - transfer forms for exiting students
  - ensuring that data is accurately and efficiently recorded within the College student database, Synergetic.
- Maintain long-term projections on student numbers in primary schools in the College catchment area.
- Collaborate with the relevant College Leaders to coordinate arrangements and preparations for:
  - College tours
  - Exiting students.
- Develop, review and refine enrolment documentation and forms to ensure accurate details for:
  - online enrolment
  - uniform
  - transition
  - letters of acceptance
  - transfer.
- Coordinate the scholarship program, including liaison with College Leadership, presenting reports and communicating with applicants.

### **Database and System Management**

- Prepare timely statistical data in preparation for reporting requirements for MACS and Government bodies.
- Enter all new enrolments and removing exiting students from the College software systems.
- Oversee updates to the Enrolment section on the College website.
- Investigate and understand data to identify trends of student enrolments/departures and enquiry conversion.

## **Marketing and Events**

- Provide informative, engaging tours of the College for prospective students and families.
- Use marketing information provided by future and current families at enquiry, application, enrolment and exit stages to influence marketing strategies.
- Coordination of and representation at special promotional events such as Open Mornings, Tours and Year 8 to 12 Transition Sessions and support at welcome and orientation events as required.
- Monitor advertising and promotional materials in accordance with the College marketing plan, maintain and monitor the effectiveness of such materials.

## **Community Engagement**

- Collaborate with the Community Relations and Engagement Leader to ensure a welcoming environment for prospective families
- Support and encourage ongoing communication and engagement activities with prospective parents to maintain contact throughout the enrolment process.
- Establish and maintain relationships with feeder primary schools.

## **Administration**

- Manage the day-to-day workflow of the Registrar's position.
- Manage the Registrar email inbox on a daily/ongoing basis.
- Contribute to the development and maintenance of the College's administrative systems and procedures, relating to enrolment, to ensure efficiency and effectiveness
- Apply the College's Privacy Policy and Australian Privacy Principles in ensuring measures are employed to maintain the strictest level of confidentiality.
- Other duties as directed by the Community Relations and Engagement Leader and/or Principal.

## **Professional Practice**

- Commitment to ongoing professional learning.
- Attend staff/team meetings as required.
- Participate in annual performance reviews.

## **EXPERIENCE, KNOWLEDGE & SKILLS**

- Support and participate in the faith life of Sacred Heart Girls' College including a commitment to the Mission Statement, ethos of the College.
- Experience working as a Registrar within the Catholic Education system or other secondary school or, an understanding of the requirements of the Registrar role and a willingness to learn.
- Excellent communication and interpersonal skills to build relationships with key stakeholders, demonstrating the highest level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- Proven ability to deliver exceptional customer service and build strong relationships.
- Well-developed interpersonal skills including organisation and communication, with a proven ability to work effectively, independently and collaboratively, including supporting team events.
- Demonstrated strong problem-solving, analytical and reporting skills.
- Demonstrated experience in systems management and data analysis, with intermediate skills working with Microsoft Office. Experience with a school database management system and/or learning management system i.e., Synergetic, SIMON or similar is considered an advantage.
- Hold a current Police Check and Working With Children Check.

## VARIATION TO ROLE

The Principal, or delegate may assign other duties from time to time, which are broadly consistent with the role or vary the Position Description, after consultation, in response to the changing needs of the College.

## TERMS AND CONDITIONS

The successful candidate will be provided with a Staff Handbook that sets out the expectations and requirements of employment at the College. It is an expectation that every staff member be familiar and comply with, the College's Child Safety and Wellbeing Policy, Code of Conduct and any other policies or procedures relating to child safety. Child protection legislation requires preferred applicants to be subject to employment screening. Sacred Heart Girls' College supports the principles of equal employment opportunity and encourages diversity in the workplace.

<b>Reports to</b>	Community Relations and Engagement Leader
<b>Internal Liaisons</b>	Principal, Leadership Team, Learning Diversity Leader, Staff and Students
<b>External Liaisons</b>	MACS, Registrar Network, relevant Primary Schools, Parents/Carers, prospective families
<b>Conditions</b>	<p>Full Time</p> <p>Terms and conditions as per the Catholic Education Multi-Enterprise Agreement 2022 for Education Support Officers, Category C, Level 3. Salary will be determined dependent upon qualifications, skills, and experience.</p> <p>The position attracts 7 weeks holidays per year (during school holiday periods).</p> <p>This position may, on occasion, require work outside regular school hours.</p>
<b>Appointment</b>	Ongoing