Role DESCRIPTION – Enrolment Officer



**IMPORTANT**

This template has been colour coded to assist you to complete it accurately. Example information is shown in <**blue writing>** and should be deleted or changed to black once you have finished customising to reflect service and constitution requirements.

**ORGANISATION PROFILE**

[Insert paragraph about the organisation]

Position Summary

The Enrolment Officer

* manages the enrolment process for children attending the service, ensuring adherence to regulatory requirements and maintaining accurate records.
* communicates effectively with parents/guardians, facilitates tours and orientations, and supports families through the enrolment journey.
* collaborates with the team to maintain a welcoming and inclusive environment for children and families.

Principal Responsibilities

* being familiar with the enrolment policy
* ensuring all enrolment documents are completed in accordance with legislative requirements
* answering all queries in relation to enrolments
* promoting the service and programs through the enrolment process
* ensuring an adequate supply of enrolment forms is available at the service or central enrolment agency collecting all completed enrolment forms, and the receipting of any associated fees prior to giving the money to the treasurer, if applicable
* overseeing digital enrolment forms and the applications process, ensuring smooth operation, timely processing, and accurate documentation management
* accurately recording and processing enrolments in accordance with the enrolment policy
* offering places to enrolled families in accordance with the enrolment policy
* keeping up-to-date enrolment records for deferred children
* reporting monthly to the committee regarding the ongoing status of enrolments
* liaising with any central enrolment scheme, if applicable
* liaising with enrolment officers within the local area or enrolment scheme, if applicable.

Term of Office

The [role] will be appointed/elected initially for a term of [insert number of years as per the constitution].

Time Commitment

The time commitment required of a [role] involves approximately [state estimated hours per week/month].

Skills

|  |  |
| --- | --- |
| General Skills | Business Related Competencies  |
| * Organised
* Communicative
* Customer-focused
* Adaptable
 | * Strategic thinker
* Analytical
* Solution-oriented
* Decision-maker
 |

Key Information

|  |  |
| --- | --- |
| Email address and password: |  |
| IT username and password: |  |
| Document storage via [INSERT]:  |  |
| Relevant passwords: |  |
| Key contacts: |  |
| Distribution list/s: |  |
| Key dates: |  |
| Key methods of communication: |  |