



**Caloundra City
Private School**

Registrar Position Description

OVERVIEW

The Registrar supports the school's strategic objectives by strengthening the profile of the school, driving robust enrolments, and effectively communicating the school's values, ethos and activities. Under the direction of the Business Manager, the Registrar is responsible for driving the enrolment process from enrolment enquiry through to the student starting at the school. The position is also responsible for arranging and running the schools' functions and events and in supporting the Digital Marketing and Communications Manager in organising and setting up stands etc for local marketing campaigns.

This is a term time position operating 8.00 am to 4.00pm with outside school hours work required to support our community when organising and running functions and events.

SCOPE

The Registrar is responsible for leading the transformation and continuous improvement of the school's enrolment strategies in the Pelicans Nest Early Learning Centre, City Stars Kindergarten and Caloundra City Private school, (Prep to Year 12). The position is responsible to ensure the school meets enrolment targets. The Registrar is responsible for establishing enrolment growth to ensure the long-term sustainability of the school. They will a) understand Caloundra City Private School's ethos and approach and how this relates to key trends in education, b) communicate this clearly and consistently through personal interactions, events, and all communications c) oversee all enrolment procedures and policies, ensuring that they are appropriate, efficient, personalised to each family and compliant with all laws and regulations and d) advise the Business Manager on student numbers and enrolment projections and monitor school exits.

Key Relationships

The Registrar

- Works closely day to day with the Principal, Business Manager as part of the administration team.

The Registrar will build strong relationships with:

- Current families and the local community to sustain trust and increase advocacy of the school by seeking opportunities to actively engage with the school.
- Prospective families to create a strong connection with the school that inspires confidence and trust.
- The Caloundra community and Industry groups to increase enrolment enquiries.
- Independent schools to ensure a strong network within the sector and stay abreast of current trends and approaches.

Role Responsibilities

Enrolments

Oversee and manage the enrolment process:

- Implement and oversee information and data management systems that ensure relevant information is collected, recorded, and utilised at appropriate points during the enrolment process.
- Identify and report to the Business Manager on enrolment projections and key performance indicators.
- Ensure that all school events such as Introductory Days, Open Mornings, Induction Days and Orientation Days provide a welcoming and informative experience that inspires confidence and interest in the school.
- Ensure a smooth transition into the school for new families by facilitating the purchase of uniforms, subject selections, organise camps, buses etc as required.
- Respond to all email, telephone, website, and walk-in enrolment enquiries for students.
- Manage all aspects of the admissions process, including the CRM system, offers, entry, exit and contact details.
- Maintain the school database (TASS) accurately by the correct entry of student data.
- Manage the exits of students by conducting exit interviews and ensuring all processes are followed for the return of items to the school

Scholarships & Bursaries

- Liaise with the Principal and then community organisations, schools and other agencies to promote scholarships and attract a broad range of high-quality applicants to the school.
- Advise the Principal and implement strategy to ensure that the profile and structure of scholarship/bursary programs serve the interests of the school.

Community Relations and Events

- Assist with the development of programs and initiatives which will improve school culture and build and support the school community.
- Manage school functions, events and initiatives which support the CCPS Brand.
- Work alongside the parent community with the Parents as Partners' initiative to develop and execute events which build the CCPS culture and sense of belonging in the school community.
- Develop community awareness by creating meaningful links with local businesses and sporting/community groups.

Key Competencies and Attributes

- Strong interpersonal skills with adults from a wide range of backgrounds.
- Admissions and marketing experience in an education context and/or with responsibility for client-relationship management.

- Experience in developing and managing robust policies, systems and procedures.
- Strong ICT skills and the ability to implement data-management systems and processes.
- Commitment to providing the highest possible service and attention to detail in the stewardship of client relationships.
- Ability to lead, motivate and manage staff.
- Strong understanding of the use of data to underpin strategy development and track performance.
- Understanding of budget processes and financial controls.
- An understanding of change management and the ability to engage colleagues to bring about sustained change.
- Genuine and demonstrable commitment to educational excellence and an empathy with the ethos and ideals of Caloundra City Private School.
- Confident, flexible approach with the ability to respond professionally and resourcefully to the unexpected.
- Excellent written and communication skills.

Figure 1. Enrolment Process

