

Enrolments Engagement Coordinator

Position Description

Function

The Enrolments Engagement Coordinator supports prospective families through their decision-making journey and assists in guiding enquiries through to enrolment. The role is highly relationship-focused, with a strong emphasis on proactive outreach, pipeline management, and delivering a positive experience for prospective families.

Classification:

As determined by the College within the current *Lutheran Schools SA Enterprise Agreement*.

Tenure

This position is fixed-term, part-time.

Conditions

15 hours per week (during term weeks only). Hours of work will be discussed and agreed with your Line Manager unless otherwise negotiated.

Location

This position will be located at Concordia College, 24 Winchester Street, Highgate.

Line Management

This position reports to the Director of Enrolments.

Essential Characteristics

Education & Qualification

- Completed secondary school
- Qualification and experience applicable to the role
- A current WWCC
- Current RRHAN-EC certification

Knowledge & Experience

- Experience in customer engagement, enrolments, or a similar role
- Strong verbal communication and interpersonal skills
- Confidence in making outbound calls and engaging a high volume of contacts
- Highly organised with strong attention to detail
- Experience using CRM systems and understanding enrolment pipelines
- Ability to work both independently and as part of a team
- Results-oriented with the ability to meet activity and performance targets

Personal Qualities

- Demonstrates alignment with the College values:
 - **Integrity** (Our actions align with our words, even when it is difficult.)
 - **Courage** (We embrace challenge and take healthy risks.)
 - **Aspiration** (We strive for continuous growth and improvement.)
 - **Care** (We show respect and kindness to ourselves and others.)
 - **Connection** (We welcome, include and appreciate others)
 - **Grace** (We show humility, gratitude and forgiveness)
- Motivates and influences through exceptional communication and collaboration
- Demonstrates excellent professional judgement, composure and resilience when faced with challenge
- Openness to change and improvement
- Projects positivity and displays genuine enthusiasm and optimism.

Lutheran Identity

1. The Enrolments Engagement Coordinator

- 1.1 Strengthens the College's ethos through ensuring that human relationships and activities are modelled on its Lutheran identity. In this way, the Enrolments Engagement Coordinator unites with the community in continually creating Concordia College as a place of service and transformation, within the Lutheran tradition

Positional Responsibilities

2. Reporting Relationships

- 2.1 Is accountable to the Head of College through the Director of Enrolments for meeting role responsibilities
- 2.2 Is accountable to the Director of Enrolments for day to day operations
- 2.3 Meets all accountability requirements as set down by the College's policies and directives.

3. Decision Making

- 3.1 Consults with all relevant stakeholders in decision-making matters, as appropriate, ensuring that the best interests of all are maintained
- 3.2 Takes direction from the Head of College, and the Director of Enrolments.

4. General

- 4.1 Assists the Head of College in fulfilling the aims and purposes of Concordia College and supports and maintains the philosophy and ethos of the College as summarised in the Mission Statement
 - 4.2 Assists the Head of College in keeping with the ethos, values and traditions of the College
 - 4.3 Has an understanding of, and demonstrates a strong commitment to, the ethos and practice of Lutheran schooling and Christian living
 - 4.4 Accepts the delegated responsibility and authority vested by the Head of College
 - 4.5 Consistently shows support for, and leadership within, school-wide policy initiatives and strategic plans, both within and outside the College
 - 4.6 Understands, leads, promotes and works within the parameters of the College's security, privacy and copyright policies and practices
 - 4.7 Attends meetings and other appropriate committee meetings as directed by the Head of College
 - 4.8 Complies with Legislative requirements and the Lutheran Schools SA Enterprise Agreement
 - 4.9 Is familiar with, leads in, supports and ensures the implementation of WHS policies and practices as appropriate and maintains a positive and productive workplace environment
 - 4.10 Complies with all College policies, including policies introduced or varied after the employment commences
 - 4.11 Performs duties according to College policies
 - 4.12 Is required to install and use a company approved Two Factor Authentication application on their personal phones to enable access to the College schools ICT systems
 - 4.13 Understands and applies the College's child safe policies and procedures, including identifying and reporting risks, identifying child abuse indicators, disclosures and internal and external reporting obligations
 - 4.14 Leads in and performs tasks and out-of-hours duties to fulfil the responsibilities of the role, and as required
 - 4.15 Undertakes other duties as required by the Head of College and the Director of Enrolments.
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5. Knowledge & Understanding

- 5.1 A high level of proficiency and accuracy in the use of ICT, Microsoft Office, Teams, Synergetic and other databases such as CRM
- 5.2 Maintaining a high level of competency in all areas including new or updated ICT applications

Use of Skills and Problem Solving

- 5.3 Communicates positively and effectively and in a timely manner
- 5.4 Identifies urgent matters for attention
- 5.5 Has initiative, drive and ability to problem solve within the scope of the role
- 5.6 Provides accurate information in response to routine matters and as requested
- 5.7 Has clarity of thought, alertness and confidence

Control, Authority and Decision Making

- 5.8 Has the authority to work within the scope of the job description within a team environment
- 5.9 Collaboratively establishes and monitors task deadlines
- 5.10 Has the authority to work within the scope of the job description

Judgement

- 5.11 Has the ability to prioritise within the requirements of the role
- 5.12 Ensures that tasks are completed to a very high standard
- 5.13 Locates and provides accurate information, based on a variety of sources, in relation to enquiries
- 5.14 Consults with the Director of Enrolments as appropriate

6. Responsibilities and Accountabilities – Role Specific

- 6.1 Proactively follow up on enquiries and event attendees to support their enrolment journey
 - 6.2 Conduct outbound calls and communications to engage prospective families
 - 6.3 Manage and maintain an active pipeline of leads within the CRM system
 - 6.4 Ensure all interactions are professional, timely, and aligned to organisational standards
 - 6.5 Accurately update lead activity, notes, and status in internal systems
 - 6.6 Maintain a high level of confidentiality at all times
 - 6.7 Collaborate with internal teams to ensure a seamless experience for prospective families
 - 6.8 Provide administrative assistance for enrolment events including College tours and information sessions
 - 6.9 Assist with the onboarding of new families
 - 6.10 Support conversion and communication campaigns and activities
 - 6.11 Identify opportunities to improve engagement processes
 - 6.12 Support the Enrolments Manager in progressing applications
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7. People & Culture

- 7.1 Has responsibility for maintaining a positive culture and having clear expectations within the scope of the role
- 7.2 Clearly communicates and maintains agreed expectations within the College, which align with College culture and values
- 7.3 Foster collaboration by engaging colleagues in initiatives and supporting opportunities for professional growth
- 7.4 Ensures our Christian values are visible
- 7.5 Demonstrates, expects and communicates behaviours that reflect the values and culture of the College
- 7.6 Establishes and maintains high expectations of staff and students
- 7.7 Acknowledges successes and encourages collegiate support.

Performance Appraisal & Review

- 1. The Enrolments Engagement Coordinator is accountable for and appraised annually on the basis of executing the responsibilities outlined in this duty statement.
- 2. All roles evolve over time, and the school is regularly committed to reviewing and updating duty statements to ensure they accurately reflect each employee's contribution and the College needs. The Enrolments Engagement Coordinator role will be reviewed on a 2-year cycle, or more frequently as appropriate.
- 3. A formal appraisal process will be conducted at agreed times to determine the future of the role and the suitability of the incumbent.

July 2026

Duty Statement is Approved

Acknowledged by Person appointed: