

Role Description

Enrolment Officer, Saturday School of Community Languages

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	Student Support & Specialist Program
Role number	228983
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1117172
Date of Approval	09 March 2021
Agency Website	www.dec.nsw.gov.au

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Student Support and Specialist Programs

The Student Support and Specialist Programs directorate is responsible for the development, delivery and evaluation of state-wide services and specialist programs to support student engagement and opportunities including Arts, Sport, Community Languages and International programs.

The teams in Delivery Support and Child Wellbeing and Mental Health Services focus on the delivery of student support services including support for students in the areas of disability, mental health and wellbeing, complex needs, as well as behaviour and attendance.

The Assisted School Travel Program provides transportation services for students with additional needs from home to school and back to ensure all students are able to access education in NSW public schools.

Student opportunities across all areas are enhanced through partnerships with industry specialists and stakeholders.

Primary purpose of the role

The Enrolment Officer is responsible for developing and managing efficient and effective enrolment processes and procedures for the Saturday School of Community Languages (SSCL).

Key accountabilities

- Manage and coordinate the enrolment policies and procedures for the SSCL, including liaising with external agencies to ensure all enrolment requirements are met.
- Collect and compile information about student enrolments and prepare documentation and correspondence in line with quality and organisational requirements, to support and inform decision making.
- Maintain accurate records of enrolments and student and parent/carer details in accordance with records management policies, procedures and confidentiality / privacy requirements to ensure information is accurate, stored correctly and accessible.
- Utilise DoE platforms such as ERN EMU, and DEMS, and work in SAP in relation to teacher accreditation and approval and criminal records checking.
- Provide accurate advice on student enrolment procedures and language course eligibility s to parents/carers, government and non-government schools, international students and refugee students and their related agencies.
- Respond to incoming telephone or face-to-face enquiries, providing information and referring enquiries in an effective and responsive manner ensuring high level customer service to internal and external customers and stakeholders.

Key challenges

- Delivering administrative support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- Exercising sound judgement to ensure that competing work priorities are met within agreed and often demanding timeframes.
- Building and maintaining solid working relationships with clients, stakeholders, mentors, managers and colleagues.

Key relationships

Who	Why
Internal	
SSCL campuses	<ul style="list-style-type: none">• Shares information, seeks assistance and provides administrative support services relating to enrolment processes and procedures.
Principal	<ul style="list-style-type: none">• Shares information, provides and seeks assistance and provides administrative support services, as required. Receives guidance in work practices and for complex/sensitive matters and receives performance feedback.
External	
Customers and stakeholders	<ul style="list-style-type: none">• Provides information to resolve routine issues and enquiries. Liaises with relevant agencies.

Role dimensions

Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required.

Reporting line

Principal, Saturday School of Community Languages

Direct reports

There are no direct reports

Budget/Expenditure

No delegation

Essential requirements

Working with Children Check for paid employment

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.




The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult	Intermediate

 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs 	Intermediate
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational