



BRISBANE BOYS' COLLEGE

Position Title	Admissions Coordinator		
Reporting to	Head of Admissions		
Department	School Development and Community Engagement	Sub Department	Admissions
Job Type	Full Time	Hours per week	38
Location	Kensington Terrace, Toowong	Last Review	January 20, 2024

Brisbane Boys' College is an established GPS day and boarding school. The school was founded in 1902 by Mr. Arthur Rudd, who had a vision of moulding boys to be worthy leaders and good citizens – a vision that remains today. The College occupies a 13-hectare site four kilometres from the centre of Brisbane and educates boys from Prep to Year 12.

Primary Objective

The Admissions Coordinator provides exceptional service to prospective College families from the point of enquiry through to commencement. The Admissions Coordinator drives enrolments through a strong focus on stakeholder engagement, sales and relationship building.

The role involves professional presentations during college tours, open days and partner events as well as efficient and accurate management of administrative and data processes to ensure compliance with relevant College policies and government regulation.

The candidate must possess strong customer service and business development skills, along with a natural drive for professional achievement. They should also be adaptable and comfortable in a culture that values innovation and corporate evolution to better meet customer needs.

Key Responsibilities

- Maximising College admissions by ensuring a superior level of customer service throughout the admissions process, providing an exceptional introduction to the College for all prospective parents, agents and partners
- Offering articulate, relevant, tailored and accurate messaging to new families, agents and partners to position BBC as a first-tier school in the Brisbane market
- Conducting professional, personalised tours of the College incorporating identified USP's during open days and recruitment events
- Utilising relevant CRMs to manage the admissions pipeline and relationships with prospective parents and, at confirmation, accurately create student accounts to ensure a smooth transition and commencement
- Liaising with College stakeholders to efficiently manage the admissions process for families
- Coordinating the enrolment of international students including dedicated international offers, database management and required communication
- Offering relevant, timely professional communication to prospective parents, agents and partners regarding enrolment policies procedures
- Ensuring a high level of knowledge of college culture, curriculum and pedagogy
- Producing weekly admissions pipeline performance reports



Skills and Capabilities

- Strong client focus and refined interpersonal skills
- High level communication (both written and verbal), presentation and public speaking skills
- Exceptional attention to detail
- Experience in the use of multiple customer databases, CRM tools and digital/online platforms
- Proven ability to work independently and collaboratively
- A commitment to confidentiality of data, management of sensitive data and College values
- Proactivity and flexibility in combination with advanced problem-solving skills
- Positivity, self-motivation and professionalism
- Result orientated and driven by successful outcomes
- Ability to manage large volume workflows and critical deadlines and prioritise conflicting requirements
- Capacity to identify issues and prepare effective strategies to delight customers
- Capacity to influence and persuade

Qualifications and Experience

- Bachelor's degree in Marketing, Communications, Business or related field (preferred)
- Experience in sales, customer service, or business development

Performance KPIs

The success of this role is measured by the quality of execution of the admissions journey with prospective families, agents and partners and the quantity of enrolled students vs target.

Mandatory requirements

- Adhere to the PMSA Code of Conduct
- Comply with College policies, procedures, and training requirements, including those related to occupational health and safety, risk management, child protection, and confidentiality
- Positively support the College's traditions and Christian ethos
- It is a condition of employment that the incumbent must apply for and obtain a Blue Card for Working with Children or current registration with the Queensland College of Teachers prior to and whilst employed in the position

Other

It is not the intent of this position description to limit the scope of the role in any way but instead to give an overview of the key responsibilities. All employees may be required, from time to time, to undertake duties that are outside their usual role but within their skills, competency, and capability. The position description is, therefore, a guide, rather than an exclusive or exhaustive list of duties, and is subject to review and modification by the Headmaster or his delegate in response to changes in strategic direction, operational needs, and the growth and development of the incumbent's skills and experience.