

Job Description

Position Summary

Title Enrolment Officer

Purpose The Enrolment Officer is responsible for triaging general enquiries and processing student enrolments from application to enrolment.

This includes, but is not limited to, greeting and directing visitors as they come to the campus, participating in student enrolment days; undertaking back of house enrolment processing, validating student eligibility, administering payment processing and appropriately managing documentation obtained from students.

This role will also support the client experience at the enrolments and enquiries point at each major campus. This will involve providing general and available course advice, resolving queries that are within their capability to do and referring or escalating enquiries as needed.

The Enrolment Officer may also provide support to other Student Operations team members, as part of their on-boarding journey.

The Enrolment Officer must demonstrate an exemplary level of customer service aligned to the TAFE Gippsland values at all times.

Classification PACCT 3

Reports To Team Leader Client Support & Enrolment.

Key Accountabilities

- Enrolment**
- Participate in enrolment processes to deliver a seamless student experience as required. This will include ensuring all relevant documentation is available, e.g. training plans and eligibility checks are complete etc.
 - Process student enrolments, this would include campus “walk-ins”. The enrolments must be processed in alignment with all established TAFE Gippsland processes and policies including;
 - Undertake eligibility checks for student enrolment
 - Ensure payments are processed or payment plans are initiated through the appropriate channels
 - Ensure all documentation is managed and filed appropriately according to Institute standards i.e. scanned into the Student Management System
 - Undertake short course enrolments end to end (for designated roles)
 - Process “bulk” enrolments to finalise the enrolment process as required
 - Support the local on-boarding of new employees on systems and processes related to enrolment functions as requested by the Team Leader or Senior Enrolment Advisor.

- Student Operations and Support**
- Performs the role of the first point of contact at the local campus
 - Provide first point resolution for general enquiries using established processes and practices. Interactions will be either face to face, phone or email. This will include:
 - Collecting enrolment documentation
 - Providing Support Services information
 - General “how do I” information
 - Exercise judgement and initiative to resolve enquiries at first point where possible by using established procedures and guidelines or refer to the right person/area for quick resolution
 - Escalate matters using the agreed Institute processes, as appropriate
 - Process over the counter student payments by following the agreed processes

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	◦ Provide guidance to students and visitors on general TAFE Gippsland processes
	• Provide course advice to prospective students, by using available information and responding directly to the enquiry to resolve where possible at first point of contact or referring them to the appropriate person regarding: ◦ Fees and eligibility ◦ Department teaching/room/timetabling ◦ When and where courses are conducted etc. • Provide support to their Enrolment peers and Senior Enrolment Advisor colleagues as required • Provide an exemplary level of customer service aligned with service standards and the TAFE Gippsland Values
Continuous Improvement	• Contribute to the development of documented processes and work instructions to support business improvement and enhanced student experience as required
Other	• Undertake student operations and enrolment duties at designated campuses (with travel to cover other campuses from time to time) • Role model TAFE Gippsland values at all times • May be assigned other duties not specified within this document but commensurate with this classification level

Required Knowledge & Skills

Education & Experience	• Relevant tertiary qualification and/or relevant experience • Experience working in higher education or the TAFE sector is highly desirable • Experience working in a team environment • Customer Service experience at a high level
Essential Knowledge and Skills	• Ability to understand and apply the enrolment processes that apply in a TAFE environment (ideally at TAFE Gippsland) • Ability to work collaboratively with peers in other departments • Excellent interpersonal and communication skills • Excellent planning and organisation skills • Computer literacy – knowledge of Tech One SMS is desirable • Demonstrated initiative and problem solving skills • Proficiency in Microsoft Office • High attention to detail and ability to explain enrolment requirements e.g. eligibility criteria to a prospect/ student/peers

Key Functional Relationships

Internal	• Student Operations Peers • Program Managers and teaching staff
External	• Current students • Prospective students • Other campus visitors and guests

Mandatory Requirements

- Current Drivers Licence. Some travel between campuses will be required)
- A valid Working with Children Check (WWC) Assessment Notice and/or WWC Card. (Further information and how to apply for a WWC can be obtained from www.justice.vic.gov.au/workingwithchildren/).
- Current (less than 12 months old) satisfactory National Police Check upon commencement of employment (renewable each 5 years for existing employees)

Key Selection Criteria

1. Ability to create a welcoming and professional environment with high-level customer service, communication, and interpersonal skills.
2. Demonstrated effectiveness in student administration roles, with exceptional attention to detail and record keeping skills.
3. Ability to work in a demanding environment and to plan and prioritise work tasks to ensure timelines are met with a strong student focus and commitment to high quality work.
4. Proven ability to show initiative to work either independently or within a team, and to manage tight deadlines and competing priorities.
5. Excellent understanding of TAFE Gippsland enrolment processes and the ability to translate these into “easy to digest” instructions/ support for students
6. Highly developed IT skills; Microsoft Office and Student related systems and databases including SMS.

Version Control and Sign off

Effective Date: 23 July 2026

Prepared by: People & Culture

Approved by: Manager Client Operations

Employee Sign-Off:

Date: