

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Coordinator – Enrolment and Course Administration (ECA)
Division:	Education
Reports To:	Education Team Leader
Responsible to:	General Manager
Location:	Head Office
Date:	February 2025

MAIN PURPOSE OF POSITION

The Coordinator – Enrolment and Course Administration (ECA) is responsible for coordinating the administration activities of the Education programs under the direction of the Education Team Leader. The Coordinator – ECA is the first point of contact for all student and school enquiries and is responsible for the successful enrolment of students in all Education programs.

KEY ROLES AND RESPONSIBILITIES

- Preparation of school agreements.
- Preparation of teacher and student documentation (teaching programs, attendance registers, class rolls, scope & sequence, course packs).
- Ensuring the completion of the DEC-Community Languages Out-of-School-Hours funding submission, reports and Minister Awards via the Department's portal.
- Coordinating mail-out of data collection forms to School Principals and collating the DEC funding submission.
- Coordinating mail-out of data collection forms to Co.As.It. teachers and processing data for Italian Government submissions.
- Dealing with customer enquiries regarding Education courses and providing assistance with enrolment processes.
- Working with the compliance team in managing, resolving and evaluating complaints.
- Activating and maintaining the online enrolment system (OnCourse), the Learning Management System (Totara LMS), Media Library Online (MLOL and Zoom licenses); answering general queries regarding enrolment procedures and coordination of student enrolments (including CELI, CILS and online classes).
- Organisation and administration of free Italian lessons for promotion purposes.
- Organisation and administration of playgroups.

- Liaising and negotiating with system contractors (OnCourse, Totara LMS, MLOL, Zoom) regarding ongoing user and administrator support.
- Be the OOSH Nominated Supervisor.
- Collecting and checking monthly timesheet reports from teachers and providing accurate information for payroll processing.
- Maintaining up-to-date Teacher and School records (Communication, Reports and Agreements).
- Negotiating and assisting in the process of invoicing schools.
- Checking school invoices for teacher substitution & requesting invoices when we provide substitution.
- Oversee the administration of Education events, including teacher in-services, by sending out correspondence, preparing documentation, organising catering and distributing evaluation forms.
- Coordinating the course evaluation process.
- Other duties in line with the philosophy and objectives of Co.As.It. as directed by the Education Team Leader .
- Consistently apply all Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Coordinator – Enrolment and Course Administration needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services.

These relationships include:

- The Head of Education;
- Education Team Leader;
- The Co.As.It. Board of Directors, General Manager and management team;
- Staff within the Education area including teaching staff;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- General Public;

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to the smooth running of the Education programs;
- Content of advice and information provided to Education Team Leader.

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High-level cooperation with other staff, teams and divisions.
- Participation in company events.

Position Specific indicators:

- To build and maintain strong relationships within the Education Division and clients;
- Education program enrolments are processed via the online enrolment system within 48 business hours of first contact;
- All complaints are acknowledged within 24 business hours and complaints resolved as per the Co.As.It. Compliments and complaints Policy and Procedure;

- The data collection and the administrative component of the DEC submission are completed and submitted with all appropriate documentation prior to due date;
- School agreements are finalised by the end of Term 1 each year;
- The data collection and the administrative component of the *Ministero degli Affari Esteri e della Cooperazione Internazionale* (MAECI) submissions are completed and submitted with all appropriate documentation prior to due dates;

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Demonstrated understanding of Co.As.It.'s role within the community and the functions of each area;
- Excellent oral and written communication in English and Italian;
- Well-developed organisational skills, including a demonstrated ability to work effectively in a busy environment, prioritise tasks and meet strict deadlines;
- Highly-developed computing skills including experience with Microsoft Word, Microsoft Excel, databases, email and the Internet;
- Highly effective interpersonal and communication skills; confident manner and experience in working with the public;
- Consistency, accuracy and accountability in undertaking tasks, and maintaining records
- An ability to show initiative, and to work independently.
- Demonstrated knowledge of administrative processes;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Understanding of, and commitment to, WHS, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....