



POSITION DESCRIPTION

Directorate: Education

Position Number: P14559

Branch: Tuggeranong School Network

Classification: AS04

Division: School Performance and Improvement

Location: Lake Tuggeranong College

Position Title: Enrolments Officer

Last Reviewed: 30 July 2026

Position Requirements: A current Working with Vulnerable People (WWVP) registration

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours [Values and Signature Behaviour - ACTPS Employment Portal](#)

DIRECTORATE OVERVIEW

The [ACT Education Directorate](#) (Directorate) delivers high quality education services through government schools, registers non-government schools and administers vocational education and training in the ACT. The Directorate aims to develop and deliver educational services to empower each child and young person in the ACT to learn for life.

The Education Directorate is one of seven ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include the provision of public-school education, regulation of education and care services, registration of non-government schools and home education.

What is important to us: We are an education system that empowers our young people to thrive in ways that foster a democratic, equitable, diverse and prosperous society.

Our Mission: We develop and deliver educational services to empower each young person in the ACT to learn for life.

Our Vision: Our Directorate values of respect, integrity, collaboration, and innovation reflect the employee values of the ACT Public Service. These core values underpin our service delivery and are the cornerstone of our workplace environments. Translating these values into daily practice is an expectation of all ACT public servants.

The ACT public education system continues to expand with over 50,000 students attending 90 public schools, comprising:

- 52 preschool to year 6 schools (including four Koori preschools);
- nine year 7 to 10 high schools;
- eight year 11 and 12 secondary colleges;
- six early childhood schools (preschool to year 2);
- four specialist schools;
- eight preschool to year 10 schools (including one Koori preschool);
- one kindergarten to year 10 school; and
- one year 7 to 12 school.

The Directorate also has responsibility for the planning and coordination of early childhood education and care services for the ACT.

The Directorate is structured around four divisions: School Improvement Division; System Policy and Reform; Business Services Division and Service Delivery and Design. The Directorate employs approximately 7,050 staff including 4,211 schoolteachers and leaders.

Further information about working in the ACT Public Service and the Education Directorate can be found at <https://www.jobs.act.gov.au/about-the-actps> and <https://www.education.act.gov.au/>.

BRANCH OVERVIEW

The School Improvement Branch works closely with schools supporting them to develop sustainable processes that ensure a culture of school improvement and accountability related to their individual context.

SCHOOL OVERVIEW

ACT Public Schools deliver quality education to shape every child's future and lay the foundation for lifelong development and learning. Lake Tuggeranong College is a Senior Secondary College in the South of Canberra with 610 students enrolled across 180 classes, we have 51 teaching staff and 23 support staff.

At Lake Tuggeranong College, we aim to support and challenge each student to grow and thrive at school and beyond. We believe that developing highly capable, confident, and caring young people is fundamental to a successful future. Through a focus on effective teaching and student agency, we prioritise the learning and achievement of every young person in our care.

Further information about the school <https://www.ltc.act.edu.au/> Email: <mailto:info@ltc.act.edu.au>, Telephone: (02) 6142 3660.

POSITION OVERVIEW

The Enrolments Officer is responsible for delivering high-quality enrolment services and specialist administrative support that facilitate the effective management of student enrolments across the college. The role ensures enrolment processes are administered accurately, efficiently and in accordance with ACT Education Directorate policies, procedures and legislative requirements, while providing responsive advice and assistance to students, families, carers and staff.

Working under the general direction of the Business Manager and Operations Manager, and in collaboration with the Student Services Team, the Enrolments Officer exercises initiative, sound judgement and strong organisational skills to manage competing priorities and deliver customer-focused services. The role coordinates enrolment processes, supports transition events throughout the year, maintains accurate student records, and fosters positive relationships with internal and external stakeholders.

The position also contributes to the college's strategic planning by collating, analysing and presenting enrolment data to inform decision-making by the Senior Executive Team. The occupant will demonstrate confidence in the use of workplace technology, student administration systems, databases and the Microsoft Office suite to manage information, generate reports and support business operations. The role requires the ability to quickly adapt to new technologies and business systems, identify opportunities for continuous improvement, and enhance administrative processes to deliver efficient, accurate and responsive enrolment services that support the college's operational and strategic objectives

The position also provides administrative support to the school's staffing function during the absence of the Staffing Officer and contributes to the effective operation of the Careers Office by delivering administrative and operational support across a range of careers and transition activities.

WHAT YOU WILL DO

The Enrolments Officer is an integral member of the Front Office team, contributing to the effective operation of the college and supporting the delivery of high-quality administrative services in line with ACT Education Directorate priorities. Working under the general direction of the Business Manager/Operations Manager, the position applies established policies, procedures and work practices to coordinate and deliver enrolment services, manage competing priorities and support the day-to-day operational requirements of the college. The role is accountable for maintaining accurate enrolment processes, managing records, providing responsive customer service, and contributing to the efficient administration of the school's enrolment functions in accordance with Directorate requirements.

Enrolments Administration/Front Office:

Under general direction:

- Coordinate the end-to-end student enrolment process, ensuring all applications are assessed, processed and administered accurately in accordance with ACT Education Directorate policies, procedures and legislative requirements.

- Maintain accurate and up-to-date student records using a range of student management systems, databases and electronic record management systems, ensuring data integrity and confidentiality.
- Provide high-quality advice and assistance to students, families, carers and staff on enrolment eligibility, processes and related student administration matters.
- Coordinate enrolment administration, including data entry, management of enrolment documentation, establishment of future student records and completion of all associated administrative processes.
- Collect, analyse and prepare enrolment data and reports to support operational planning, forecasting and strategic decision-making by the Senior Executive Team.
- Coordinate the management of sensitive student documentation, including court orders, subpoenas and other confidential records, ensuring compliance with relevant legislation, privacy requirements and Directorate policies.
- Develop and maintain effective working relationships with internal and external stakeholders, providing professional, responsive and customer-focused service and liaising with schools, families and external agencies as required.
- Work collaboratively with the Student Services Team and Front Office staff to ensure accurate student information, seamless enrolment and transition processes and consistent administrative practices.
- Prepare and manage a range of correspondence, reports, standard documentation and communications to support enrolment and student administration functions.
- Provide specialist administrative support to the Principal, Business Manager Operations Manager through centralised enrolment and student administration processes.
- Apply sound judgement, initiative and organisational skills to manage competing priorities, work independently and contribute to continuous improvement of enrolment systems, administrative practices and customer service delivery.
- Interpret and apply relevant ACT Public Service and ACT Education Directorate legislation, policies and procedures relating to enrolments, student records management, privacy and information governance.
- Undertake other duties appropriate to the classification as directed by the Principal, Business Manager and/or Operations Manager.

Staffing Administration

Under general direction:

- Coordinate the day-to-day administration of relief staffing arrangements, utilising Directorate and school-based systems to ensure timely and effective coverage of classes and programs.
- Maintain accurate staff and student records across a range of business systems, ensuring data integrity, confidentiality and compliance with ACT Education Directorate HR policies and legislative requirements.
- Work collaboratively with the Principal, Deputy Principals, Business Manager to support workforce administration activities, including staff appointments, contracts, probation, inductions and related Human Resource processes.
- Provide high-quality administrative and operational support as a member of the Front Office team, contributing to the efficient delivery of school business operations and responsive customer service.
- Administer employee leave transactions in accordance with ACT Education Directorate policies, procedures and industrial requirements, ensuring the timely and accurate processing of records.

- Manage sensitive employment and student documentation with discretion, maintaining confidentiality and ensuring compliance with relevant privacy legislation, records management requirements and Directorate policy.

Front Office Administration/Reception

Under general direction:

- Contribute to the effective day-to-day operations of the Front Office by delivering high-quality, customer-focused administrative services and acting as a professional first point of contact for students, families, staff, visitors and external stakeholders.
- Respond to and resolve a broad range of enquiries, providing accurate advice and information or referring complex matters to the appropriate staff member in a timely and professional manner.
- Build and maintain positive relationships with internal and external stakeholders, demonstrating sound judgement, discretion and a commitment to delivering responsive and professional customer service.

Careers Administration

Under general direction:

- Provide administrative support in the day-to-day delivery of Work Experience (WEX) and School-Based Apprenticeship and Traineeship (ASbA) programs, delivering timely advice and assistance to students, staff, parents, carers and host organisations.
- Provide responsive support in managing student enquiries and administrative requests, ensuring accurate information is provided and complex matters are referred to the appropriate staff member where required.
- Maintain accurate student records within Directorate WEX and student management systems, including placement agreements, attendance records, student and host documentation, and associated program records.
- Provide support in monitoring Work Experience and ASbA participation and attendance, maintaining data integrity and following up outstanding documentation and compliance requirements with students, families and host organisations.
- Provide administrative support for the management of bookings, appointments and Careers calendars, ensuring activities, placements and events are scheduled and communicated effectively to stakeholders.
- Prepare and distribute communications promoting careers education initiatives, work experience opportunities, tertiary pathways, industry expos and related programs to students, families and external partners.
- Provide support to the Careers Team in the planning and delivery of careers events and programs, including stakeholder liaison, volunteer documentation, registrations and event logistics to ensure successful outcomes.

Teamwork, Communication and Stakeholder Management

- Provide excellent customer focused service to students, staff and the school community.
- Develop collaborative relationships with key stakeholders and external agencies.
- Effectively communicate with sensitivity both orally and in writing.

- Prepare documentation and general correspondence as directed by executive.

Business Improvement

- Contribute to the development of procedures in relation to client services and administrative activities to maintain and improve service standards.
- Exercise initiative and judgement to suggest new ways of working to improve service delivery.

Records Management

- Maintain a range of record keeping systems and databases including student files. Under general direction, contribute to the compliance requirements which may include student information, record keeping and processes according to Education Directorate requirements and legislation.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

- Demonstrated ability to deliver high-quality administrative and operational services, with advanced proficiency in Microsoft Office applications, student management systems, business systems and electronic records management, ensuring data integrity, accurate reporting and effective business outcomes.
- Demonstrated ability to interpret and apply ACT Public Service and ACT Education Directorate legislation, policies, procedures and guidelines, exercising sound judgement to provide accurate advice, resolve issues and support informed decision-making.
- Demonstrated analytical, organisational and communication skills, with the ability to manage competing priorities, analyse and present data, prepare professional correspondence and contribute to continuous improvement initiatives.

Behavioural Capabilities

- Demonstrated ability to build and maintain productive relationships with students, families, colleagues and external stakeholders, delivering responsive, professional and customer-focused services.
- Proven ability to work independently and collaboratively, exercising initiative, accountability and sound judgement to manage competing priorities, resolve routine and complex issues, and achieve quality outcomes.
- Demonstrated commitment to integrity, professionalism and continuous improvement, maintaining confidentiality, adapting to changing priorities and technologies, and contributing positively to a collaborative and inclusive workplace culture.

Compliance Requirements / Qualifications

- This position requires a Working with Vulnerable People (WWVP) Registration prior to commencing in this role.

Desirables

- Experience in an administration role supporting senior secondary school students.
- First Aid Certificate or a willingness to undertake appropriate training.
- Certificate IV or equivalent e.g., Business Administration, Government (School Support Services), Government.
- Excellent knowledge of Microsoft Outlook, Word and Excel.
- Knowledge of school specific software including Sentral and student admission systems.

Other information

Working in a School Setting Duty of Care

The legal duty of care requires that all staff should take all reasonable measures to ensure the safety of any student. Whilst Administrative Service Officers (ASO) do not have the same level of duty of care as teachers, because of the student/teacher relationship that exists and teachers' professional standing, all staff are required to take reasonable steps to protect students against risks of injury that could have reasonably been foreseen.

The duty is not to ensure that there is no injury but to take reasonable care to prevent injury that could have reasonably been foreseen. The level of duty of care for ASO staff will depend on the individual role and the arrangements put in place by the principal.

All ASO staff are responsible for providing basic physical and emotional care for students. This may include activities such as toileting, assisting with meals and lifting of students and/or the provision of support to students in accordance with approved student health care/treatment plans. The degree of responsibility for these activities will vary depending on the role, individual student needs and the working environment.

Employment conditions

A full-time Administrative Service Officer's ordinary hours of work are 147 hours over a four week period (ie. an average of 73 hours 30 minutes per fortnight or 36 hours 45 minutes per week).

Administrative Service Officers usually work 7 hours 21 minutes per day with an additional 60 minutes for a lunch break.

Administrative Service Officers in schools are required to work during school stand down periods (school holidays), noting that flexible working conditions may apply on an individual basis.

Extracurricular activities

Administrative Service Officers in schools may be required to assist teachers with the care and supervision of students in out-of-class activities including on school excursions, overnight camps and when transporting students to other campuses or facilities.

These school activities may be in addition to their ordinary hours of work. In these circumstances, participation is voluntary and following agreement with the principal, Administrative Service Officers may be granted flex or overtime in accordance with the enterprise agreement.

The degree of responsibility for these activities will vary dependant on the Administrative Service Officer, student needs and environment.

Mandatory reporting requirements

Administrative Service Officers in schools also have an additional responsibility for the care and protection of students. *The Children's and Young People Act 2008* (the Act) identifies certain persons, including teachers and public servants who in the course of their employment works with or provides services to children and young people, as mandatory reporters.

A mandatory reporter must notify Care and Protection Services when they believe, on reasonable grounds, that a child or young person has experienced, or is experiencing, sexual abuse and/or non-accidental physical injury.

Reportable conduct

The ACT Reportable Conduct Scheme is an employment-based child protection measure designed to ensure that allegations and convictions against employees, related to abuse and misconduct against children, are identified and acted on appropriately. The Scheme was developed in response to the Royal Commission into Institutional Responses into Child Sexual Abuse and mirrors the NSW system, which has proven to be an effective and successful model.

The ACT Education Directorate is considered a 'designated entity' under the scheme and as such is required to report allegations, offences or convictions relating to child abuse or child-related misconduct by an employee, to the ACT Ombudsman. For the purposes of the scheme, a child is classified as a person under 18 years old.