

Admissions and Enrolment Officer

STATEMENT OF DUTIES

MARCH 2026

Number	970682, 971005
Portfolio	Development and Support
Branch	Education International
Section/Unit/School	N/A
Supervisor	Admissions and Enrolment Team Leader
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Employment Conditions	Permanent, Full-time Working up to 73.5 hours per fortnight, 52 weeks per year including four weeks annual leave.
Location	South

Context

Education International manages international programs in Tasmanian Government Schools and the administration of the Temporary Resident Program (TRP), which supports temporary resident enrolment. Education International is responsible for recruiting, enrolling, and managing the welfare of fee-paying international students in Tasmanian Government schools. This includes the compliance and safeguarding responsibilities related to international students, including accommodation programs. Education International also enables learning opportunities and programs aligned to the Australian Curriculum that increase the intercultural understanding of learners and educators in DECYP schools.

Primary Purpose

The Admissions and Enrolment Officer supports the delivery of high-quality services for international and dependant students by coordinating admissions, enrolments and

associated financial processes in line with legislative and policy requirements. The role ensures accurate documentation and data management across internal and external systems, maintains strong relationships with stakeholders, and contributes to compliance, quality assurance and information-sharing activities. A key focus of the position is providing responsive, culturally sensitive client service - including after-hours support - to students, agencies, homestay families and internal teams to promote student wellbeing and uphold organisational obligations.

Level of Responsibility/Direction and Supervision

The occupant works as an individual contributor within a collaborative team environment and is responsible for delivering a broad range of administrative and client-focused functions to a high standard. The role operates with considerable autonomy in day-to-day decision-making and task management, receiving broad direction from the supervisor, who provides guidance and support for complex or sensitive matters. The occupant is expected to exercise sound judgement, discretion and professionalism, maintain strict confidentiality, and demonstrate proactive, accountable behaviours to achieve quality outcomes and uphold organisational and legislative requirements.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People and Culture (P&C) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Assessment of applications and responding to inquiries related to international and TRP student admissions, enrolments and associated financial processes, ensuring accurate information is provided in accordance with legislative and departmental requirements.
2. Deliver high-quality customer service and maintain effective relationships with internal and external stakeholders, including students, families, agents and homestay hosts.

3. Prepare, maintain and manage documentation and records for international and dependant student enrolments using internal student management systems and relevant Australian Government platforms.
4. Support compliance and quality assurance activities, including monitoring processes, contributing to training and information sharing, and ensuring adherence to federal legislative and policy obligations.
5. Provide culturally responsive client services, supporting diverse teams and clients, including those from non-English speaking backgrounds, to ensure equitable access to information and assistance.
6. Provide advice and emergency support to international students and homestay families, participating in the after-hours on-call roster to respond to urgent wellbeing and safety matters.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
8. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated high level administrative skills, including the ability to manage varied caseloads, resolve routine and more complex matters, and coordinate timely follow-up actions.
2. Strong interpersonal and relationship-building abilities, with proven capacity to consult, negotiate and work effectively with a wide range of stakeholders, including clients from culturally and linguistically diverse backgrounds.
3. High-level written and verbal communication skills, with the ability to prepare and deliver information that is clear, accurate and fit for purpose.
4. Sound proficiency in contemporary software and digital systems, including the Microsoft Office suite and the ability to learn and operate student management and government reporting systems.

5. Demonstrated ability to plan, prioritise and manage competing workloads, meet deadlines and work independently while maintaining attention to detail and service quality.
6. Proven initiative, judgement and adaptability, with the ability to contribute positively to team environments and support effective problem-solving and continuous improvement.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

-
- Essential**
- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)
- Desirable**
- Current Driver's licence

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and

education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY P&C DELEGATE: 520040, Manager – Recruitment Operations – 03/26 SA

Request:

Date Duties and Selection Criteria Last Reviewed: 03/26 DN
