



JOB DESCRIPTION

Student Services Officer - Enrolments

Reports to: Business Manager

Hours of work:

- 7.5 hours per day, 8.00am-4.00pm Monday-Friday. The times stated include a 30 minute unpaid lunch break.
- Starting 21 January 2027 and ending 27 August 2027 these hours are term time only.

Terms of Employment

- As per the NZEI Support Staff in Schools Collective Employment Agreement, 2026-2028 this position is graded Admin Grade 3.

Delegations and authorities:

- None

Purpose of position:

To support the administrative functions of the school by:

- Overview and coordination of Enrolment process
- Reception and Student Services duties
- Providing support for key administrative areas including police vetting and payroll

Relationships:

Internal	External
Business Manager Principal and Deputy Principals Student Services staff Support staff Maintenance staff Teaching staff Students	Visitors to the school Whānau and caregivers Courier / Postal services Reprographic suppliers Suppliers

Person Specification:

The Student Services Officer - Enrolments will:

- Have an empathy with Wellington High School's WERO
- Work in ways which are consistent with Te Tiriti o Waitangi
- Have experience of working as frontline staff in a customer-focused service environment
- Have experience of working with a wide range of stakeholders
- Have broad knowledge of school administrative practices
- Have the ability to work on a variety of tasks concurrently
- Have a warm and welcoming manner
- Be positive, enthusiastic, hardworking and adaptable
- Have the flexibility to work independently and as part of a team
- Possess confident interpersonal skills and be pleasant, professional and approachable

- Be able to demonstrate an innovative and proactive approach to the role
- Demonstrate excellent organisational skills, being detail conscious and particular
- Maintain high standards
- Be confident in using a computer (email, Google applications)
- Be confident in drafting content e.g. for the school's website
- Have experience in using the KAMAR SMS system
- Attend to their own wellbeing

Key Tasks:

Reception

- Meeting and greeting visitors, visitor sign-in
- Primary phone contact for incoming calls, transferring as and where appropriate
- SmartComply liaison - cancelling tickets and registering staff number plates
- Courier and postal services liaison, mail sorting and distribution
- Certificate printing
- Daily voicemail checking

Enrolment

General

- Enrolment processing
- Management and checking pre-enrols
- Contact with prospective whānau to ensure that all required documentation is submitted
- Manual entry of paper-based enrolments
- Creation of folders for each enrolment
- Coordination of interviews with DP in charge, including set up with SchoolInterviews.co.nz
- Coordination of lists for out of zone ballot and liaison with Principal's EA

Mid-year enrolments

- Liaison with DP in charge of enrolment to coordinate interview / progression of enrolment
- Work with Deans and contact whānau to coordinate interviews

Student Services

- Sales - cashier for student services and logging purchases in KAMAR
- Reprographics - liaison with the copier company, printing and copying support for staff including start of year (week prior to term starting) and exam week in Term 3.
- Zebra ID card production
- Managing student scooter registrations
- Binding on request
- Snapper cards and top up for students approved for financial support
- Production of confirmation of enrolment letters and visa support letters generated through Kamar
- Manage student dental care admin
- Back up for the absence line
- Back up with marking rolls from relief teachers
- NCEA examination slips administration
- Emergency rolls are updated on a regular basis and are taken to the field during evacuations

Other areas of administrative support

- Contractor police vetting: verification and submission of police vetting requests, maintenance of the contractor log

- Relief and Teaching Staff leave - KAMAR upload, daily calendar update
- Relief staff payroll entering pay daily for relief staff
- Support staff planned leave management including data entry into EdPay
- Student data - verification of email addresses, updating parental and other contact information, updating medical information
- Back up for coordination, compilation, publication and distribution of the Wrap Up each week via Hail and social media
- Support managing the school's admin@whs.school.nz email account
- Organising lift and car parking passes for students and staff
- Photoshop editing as required
- Support for catering and organising of food for staff events as required
- Support for the Principal's EA as required including organisation for mailing the yearbook, production of induction packs, pigeonhole labelling and car park passes
- Support for absence management as required including absence emails and phone

Other duties consistent with the overall purpose of the position as determined by the Business Manager

Employee name:

Line manager: Sue Kemp

Date:

Employee Signature:	
Approved by:	
Date Approved:	
Reviews:	