



## CASTLEMAINE CIRCUS

### ENROLMENT COORDINATOR - POSITION DESCRIPTION

Title	Enrolment Coordinator
Location	35 Eddy St, Castlemaine
Reports to	General Manager
Employment Conditions	Permanent Part Time with 3 month probation period
Salary	\$30 / hr plus superannuation @ 10.5%
	Fitness Industry Award
Hours	Probation period – 7.6 hrs / week (over 1-2 days) Then – up to 15.2 hrs / week (over 2-3 days)
How to apply	Applications email to Kirsty Sutherland, General Manager: <a href="mailto:classes@castlemainecircus.com.au">classes@castlemainecircus.com.au</a>  Include CV & a one page cover letter telling us why you would like to work for Castlemaine Circus and what skills you bring in relation to the position description
Due date	31 March 2023

### POSITION PURPOSE

The Enrolment Coordinator is responsible for the operations and administration of enrolments for Castlemaine Circus's core business of term to term classes, working in conjunction with the General Manager and the trainers.

## **ORGANISATIONAL CONTEXT**

Castlemaine Circus is an inclusive and accessible circus arts program offering classes across circus arts, aerial arts, parkour, gymnastics-based tumbling, acrobatics, acro-balance, conditioning and performance creation, for ages 2 years to adult.

Castlemaine Circus Inc. aims to:

- offer children, youth and adults training in circus skills, parkour and performance.
- create a safe and positive environment for people to participate in performing arts activities.
- promote healthy, physical, non-competitive activity.
- encourage creativity and innovation.
- provide employment opportunities for local professional circus artists.
- partner with other community organisations to provide training and performance opportunities for broad and diverse community participation.

Castlemaine Circus classes began in late 2013 with three classes per week as a direct response to ongoing requests from the community for childrens' circus classes. Established as a not-for-profit incorporated association, by a committee of volunteers, Castlemaine Circus now engages 15 experienced trainers predominately from the local region, offers 31 classes per week with approximately 340 students attending. We provide classes for local educational organisations, we partner with local health providers to provide for families in need, we bring circus workshops to local events and we create a fantastic end of year Circus Show for the whole community.

## **KEY RELATIONSHIPS**

Internal	General Manager, trainers and volunteers (including committee)
External	Students and their families

## **RESPONSIBILITIES AND DUTIES**

### **1. Customer Service**

- Maintain the philosophy and culture of Castlemaine Circus
- Enrol families / students in classes throughout the year (currently 280 families, 355 enrolments) on a term by term basis
- Develop a thorough understanding of iclass Pro, enrolment software program (no prior experience necessary of this software, but a willingness to learn!)
- Communicate clearly and respectfully with all families, students and staff, in writing and verbally
- Manage class sizes, always maintaining maximum capacity of classes.
- Manage waiting lists and expectations of families/students.

- Promote the term classes to the community in a timely and effective manner

## **2. Collaborate**

- With the General Manager on issues related to enrolments, including trainers, class size, new classes, finances (Financial matters will sit with the GM)
- Work with the trainers to ensure appropriate class size, age, mix of students, changing students
- Be available to staff and families as needed and work within the hours of the position. Be flexible to meet the demands of the job. Be available to work more hours at the before and at the beginning of each term and less hours throughout the term.

## **3. Governance**

- Understand and comply with OH&S obligations, organisational policies and procedures
- contribute to a safe working environment
- report to GM any knowledge of students, families, staff in relation to meeting our Model rules and policies.

### **We are looking for someone who can:**

- Uphold the Castlemaine Circus culture – positive, empathetic, approachable, respectful
- Be extremely organised, thorough and maintain a high standard of attending to detail.
- Show demonstrated experience developing administration systems to manage a large volume of enquiry, including working within a professional/community organisation.
- Juggle many moving parts, calmly and diligently, following through on all aspects of the job.
- Be self motivated
- Identify and meet the needs of students, their families and the trainers.
- Embrace flexibility and lateral thinking, facilitate solutions that are acceptable to relevant parties and make decisions based on an understanding of the relevant issues, factual information and logical assumptions.
- Have clear and concise verbal and written communication skills
- Take personal responsibility and uphold confidential information.
- Actively contribute to a positive and effective work environment through open and inclusive planning, continuous information sharing, transparent work processes and providing and receiving feedback.
- Obtain a Working with Children Check and Police Check
- And enjoy making it all happen!