



## Role description

<b>Title:</b>	<b>Administration Officer</b>	<b>Location:</b>	Toowoomba Catholic Schools Office
<b>Reports to:</b>	Executive Officer	<b>Classification:</b>	School Officer Level 4
<b>Directorate:</b>	Office of the Executive Director	<b>Tenure:</b>	Full time, Continuing

### 1.0 Purpose

The role is an Administration Officer position and contributes to the overall mission of the Diocese of Toowoomba Catholic Schools (TCS) by providing administrative support within the Toowoomba Catholic Schools Office (TCSO).

The role holder works in collaboration with all TCSO Administration Officers to provide excellence in the whole of office administrative support.

The support provided by the role holder will be guided by:

- Jesus Christ and his teachings, principles, and values
- other Catholic Church teachings, principles, and values
- relevant legislation, government requirements, and best practice
- Diocesan strategic plans, mission, vision, policies, procedures, and guidelines
- relevant Directorate strategies

### 2.0 Experience and qualifications

A tertiary qualification at Certificate level or equivalent that is relevant to the position may be a requirement of Administration Officers at this level.

#### Essential

- advanced level skills in the use of the Microsoft suite
- effective communication and relationship building skills
- ability to efficiently manage a range of concurrent and complex tasks
- use of discretion and judgement
- ability to provide support and training to others in the use of localised procedures
- empathy with the values and ethos of the Catholic faith

#### Desirable

- minimum of 5 years of experience in a similar role

### 3.0 Key result areas

#### 3.1 Contributes to and promotes the development, alignment, attainment, and review of the strategic goals for Diocese of Toowoomba Catholic Schools (TCS)

- understand and support the priorities, policy, and procedures of TCS
- follow direction provided by supervisors and line managers
- participate in and contribute to team goal setting and work plans
- recognise how own work contributes to the team and organisational goals
- demonstrate an awareness of how issues, changing priorities and goals may impact on own work
- know where to find information and ask questions to ensure a full understanding of an issue
- use discretion and initiative to recognise the importance of available information
- keep others well informed on work progress
- research and analyse information and make recommendations based on evidence
- identify issues that may impact on work and alert supervisors or line managers with suggested improvements or solutions to improve business practices

#### 3.2 Achieve results

- review task performance and communicate outcomes to supervisors and line managers
- understand individual and team capabilities and make effective use of own capabilities to achieve outcomes
- establish work plans to deliver on goals and priorities
- be adaptable and flexible to accommodate the changing needs of TCSO
- see tasks through to completion with a commitment to achieving quality outcomes
- seek feedback from supervisors and line managers to gauge satisfaction and seek assistance when required

#### 3.3 Collaborates and communicates with other members of TCS and a range of external stakeholders to ensure high professional standards are met

- build and sustain positive relationships with members of TCS and other stakeholders
- participate actively in teamwork and activities
- respond under direction to changes in stakeholder needs and expectations
- listen actively to colleagues and other stakeholders
- share information and ensure others are kept informed of issues relevant to their work
- work closely with others to achieve results
- understand, value and respond to different personal styles and try to see things from different perspectives
- make time for people and support their contribution
- treat people with courtesy and respect

#### 3.4 Display personal drive and integrity

- demonstrate an understanding and willingness to work in an environment that is guided by the Catholic ethos and values
- act professionally at all times as described in the TCS Code of Conduct
- act as an effective representative of your work area in internal forums

- provide accurate advice
- acknowledge mistakes and learn from them, seeking guidance and advice when required
- take personal responsibility for accurate completion of work and seek assistance when required
- focus on achieving outcomes even in difficult circumstances
- remain positive and respond to pressure in a calm manner
- seek feedback from others and act on constructive feedback
- communicate areas of strength and work with supervisors and line managers to identify development needs
- reflect on own behaviour and recognise the impact on others

3.5 Complete other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.

#### 4.0 Statement of responsibility

4.1 The incumbent performs the role cognisant of and in harmony with the vision and mission of TCS.

4.2 The incumbent will work cooperatively with other key stakeholders both within TCS and external agencies to ensure that services are delivered in a planned, coordinated, and strategic manner.

4.3 The role deals with sensitive matters requiring a high degree of accuracy in advice, attention to detail, confidentiality, and probity in their management.

4.4 The role holder will engage in performance and development procedures in accordance with TCS policy and procedures.

4.5 While at work the role holder must

- take reasonable care for his or her own health and safety
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as the role holder is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Work Health and Safety Act
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

#### 5.0 Authority limits

Authority is delegated from the Executive Director: Catholic Schools to produce the desired outcomes. Authority to commit funds is restricted to approved budget items and can only be authorised by the Executive Officer, Directors or Executive Director: Catholic Schools. The ceiling on individual purchases is nil.

#### 6.0 Reporting

The Administration Officer reports to the Executive Officer (supervisor) and line manager/s.

## Duties statement

### Administration Officer Level 4

The following tasks are indicative of the work that is required by an Administration Officer Level 4. The tasks have been grouped using the Key Result Areas within the Role Description.

#### **3.1 Contributes to and promotes the development, alignment, attainment, and review of the strategic goals for Diocese of Toowoomba Catholic Schools (TCS)**

- 3.1.1 contribute to the development and management of administrative support to TCSO operations including providing input into the development of TCS policy, procedures and guidelines - this will involve identifying issues, conducting research, seeking expert advice (where directed) and recommending solutions
- 3.1.2 contribute to the recruitment and selection, induction and training of administration staff as directed by your supervisor or line manager
- 3.1.3 provide information and interpretation of TCS administrative policies, procedures and guidelines to support TCSO staff in their roles

#### **3.2 Achieve results**

- 3.2.1 provide a comprehensive range of high level administrative support including:
  - research and recommendations for action;
  - data management, extraction, and quality assurance;
  - preparation of accurate and timely reports;
  - creation of correspondence and other documents;
  - editing and proofing;
  - coordination of tasks across teams;
  - record, document and financial management
- 3.2.2 undertake a variety of research, project and committee support activities including coordination and preparation of plans, reports, correspondence, and other documentation
- 3.2.3 maintain effective time management practices for your line manager/s including coordinating diary appointments; prioritising correspondence; preventing unnecessary interruptions and screening telephone calls
- 3.2.4 undertake investigations, research, and analysis of sensitive and confidential matters as required
- 3.2.5 provide administrative support for scheduled meetings including preparing agendas, papers and minutes; prioritising correspondence; and responding to outstanding queries and requests for information
- 3.2.6 coordinate appointments, meetings, and conferences including venues, travel arrangements, accommodation, and resource creation, collation and printing; ensuring corporate policies, procedures and guidelines are followed; and exercise assigned financial, purchasing and administrative authorities
- 3.2.7 contribute to the maintenance, set up and clearing of conference and meeting rooms and associated hospitality as required
- 3.2.8 maintain a high level of accuracy in all correspondence and administrative documents, using appropriate software programs and adhering to TCSO standards, including the use of style guides, templates, and other corporate standards

- 3.2.9 provide a range of financial administrative activities and operations
- 3.2.10 under the direction of your supervisor and/or line manager, assist with regular budget reviews and provide TCSO staff with a budget and purchasing information
- 3.2.11 coordinate the management and maintenance of office equipment and resources as directed by your supervisor or line manager/s

**3.3 Collaborates and communicates with other members of TCS and a range of external stakeholders to ensure high professional standards are met**

- 3.3.1 receive visitors and delegations to your line manager/s or their delegates and provide appropriate hospitality
- 3.3.2 communicate with internal and external stakeholders e.g. school staff, Clergy, community members

**3.4 Display personal drive and integrity**

- 3.4.1 set work schedules based on priorities and goals determined with your supervisor and line manager/s and self-monitor progress; report to your supervisor and/or your line manager/s on various projects and action items
- 3.4.2 participate in performance and development conversations and attend to professional learning needs as identified during these conversations

**3.5 Complete other duties that are directed as needs change or grow if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.**

- 3.5.1 other duties, consistent with the duties and responsibilities of the position as directed by your supervisor, your line manager/s or a nominated delegate