



## Role Description

<b>Title:</b>	<b>School Officer: Reception/Administration</b>	<b>Location:</b>	Dalby
<b>Reports to:</b>	Principal / Business Manager	<b>Classification:</b>	School Officer Level 3 + First Aid Allowance
<b>School:</b>	Our Lady of the Southern Cross College	<b>Tenure:</b>	Continuing; Term Time 38 hours / week 8am – 4:06pm (M-F)

### 1.0 Purpose

This role is an administrative position that contributes to the College's mission and vision by providing excellence in administrative support and acting as the first point of contact for the College community, including staff and parents.

### 2.0 Experience and qualifications

#### Essential

- qualification at certificate level or equivalent qualifications and/or demonstrated experience relevant to the position
- effective relationship building and influencing skills
- developed interpersonal and communication skills
- ability to apply knowledge and skills to a range of tasks
- demonstrated organisational skills including the ability to prioritise and meet competing deadlines
- ability to exercise initiative and flexibility in working in a team environment with minimal supervision
- a current blue card for working with children issued by Blue Card Services, or the willingness and ability to obtain one prior to commencement
- familiarity with the Microsoft suite of products
- a current senior first aid qualification, or the willingness and ability to obtain one
- empathy with the values and ethos of the Catholic faith

#### Desirable

- a minimum of two years' experience in a similar role
- experience with SENTRAL (Schools Information System)

### 3.0 Key result areas

- 3.1 provide reception and administrative support within established routines and procedures
- 3.2 collaborate and communicate with others to ensure high professional standards are met
- 3.3 contribute to and promote the development, alignment, attainment, and review of the strategic goals of the school
- 3.4 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

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 Statement of duties

The information detailed above is an accurate reflection of this role. Attached to this role description is a duties statement that covers a selection of activities in which the incumbent might engage. The list is neither prescriptive nor exhaustive.

## Duties statement

### School Officer: Administration (Level 3)

#### 3.1 Provide reception and administrative support within established routines and procedures

- assist in enhancing the College's image by providing professional, prompt, courteous, efficient, and friendly customer service to everyone who attends the College
- responsible for efficient and effective administration services as required – manage and distribute all parent enquiries received at the front reception desk
- carry out a wide range of administrative duties at an advanced level, including typing, word processing, managing electronic and hard-copy records and other tasks
- receive, action and / or redirect telephone and email enquiries
- demonstrate a client focussed approach, think strategically, analyse multiple sources of information
- proven highly developed customer service skills and record management skills
- use software products such as Microsoft Word, Microsoft Excel and Sentral to create records and other documents
- draft and type routine correspondence from brief oral or written instructions
- responsible for maintaining Passtab (visitors and staff sign in)
- collection and receipting of payments
- responsible for the receipt and checking of goods delivered to administration
- monitor and maintain levels of stationery and other stores or materials for the College as required
- make and record appointments on behalf of others and, where necessary, resolve appointment scheduling issues
- distribution of mail throughout the College
- daily post, banking and general errands around town
- action daily classroom message bag
- collation, updating and daily monitoring of student bus rolls
- assist with daily roll marking of students and monitoring attendances when required
- assist in monitoring student late arrival and early departure when required
- respond to enquiries from staff, students, parents, and the public
- assist to monitor and administer student daily medication as required
- attend to first aid needs for student illnesses and accidents as required
- assist when required with overflow regarding workflow from other sections from within the College administration team
- assist with College events where required
- liaise between the College, students, and the student's family, e.g., in relation to student illnesses or absences, as required

#### 3.2 Collaborate and communicate with others to ensure high professional standards are met

- professionally greet and receive visitors to the College
- maintain highly functional and collaborative working relationships with colleagues by interacting effectively, contributing to discussions, and seeking advice
- understand and accept the contributions of others in a multi-disciplinary and collaborative environment to provide a highly competent and seamless service
- establish and maintain effective communication networks and work collaboratively with stakeholders

### **3.3 Contribute to and promote the development, alignment, attainment, and review of the strategic goals of the College**

- contribute as a member of the College to achieving the strategies set out in both the College Strategy and the TCS Strategic Plan
- provide information and assistance in line with the College's policies, procedures, and guidelines
- assist supervisor in identifying administrative support needs, including identifying service and support issues, and offering solutions and improvements
- contribute to the development of standardised policies and procedures
- share knowledge with administration staff as directed by supervisor or line manager
- attend professional development as appropriate

### **3.4 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**

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