

Role Description



Diocese of Toowoomba
Catholic Schools

Position details

Title	School Officer: Administration (Primary)
Employment status	Permanent, Full/term time
Classification	School Officer Level 4
Agreement	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
Reports to	Principal

About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

About the role

The School Officer: Administration contributes to the overall mission of the school and Diocese of Toowoomba Catholic Schools by working in collaboration with school and Toowoomba Catholic Schools Office (TCSO) staff to provide a high level of administrative and finance support. As the main contact point of contact on reception, this role delivers an effective and courteous front counter service ensuring that all visitors are welcomed, supports the health and wellbeing of students and ensures a high level of customer service is maintained. Additionally, this role provides executive support to senior leadership, carries out financial processes and coordinates the end to end processing of new enrolments.

Role responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below:

1. In accordance with well established procedures, prepare purchase orders, process accounts payable invoices and payments into the financial management system.
2. Apply established procedures to conduct receipting of bank and over the counter transactions.
3. Within well established procedures, undertake fee generation, monitor debtor ledgers and exercise tact and sensitivity to reconcile payments including initial liaison with families.
4. Ensure timely completion of bank reconciliations and end of month financial tasks in accordance with established processes and elevate unfamiliar circumstances to relevant delegates.
5. In accordance with well established procedures and standards, process attendance administration, alert the principal of excessive absences, provide first aid to students, update the medical register and liaise with parents where necessary, exercising tact and sensitivity.
6. In collaboration with the Principal, coordinate the enrolment process including onboarding and offboarding, engagement with families, school/college tours, interviews and liaison with stakeholders to ensure all documentation is timely and accurately recorded into the relevant enrolment software.

We value



Dignity



Potential



Life

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Belief in a better world

7. In accordance with well established procedures and standards, support students by providing first aid and routine medication to students, update the medical register and liaise with parents where necessary.
8. Using intermediate software functions, export data, provide results to Senior Leadership including assisting leadership staff with cross checking of payroll reports and timesheets in accordance with established procedures and provide requested information in regular budget reviews.
9. Under the general supervision of the Principal, ensure timely completion of processes outlined in established maintenance and marketing plans including booking maintenance work, coordinating newsletter distribution and advertising on various platforms.
10. Carry out a wide range of administrative activities to support the Principal in the efficient running of the school including message distribution through various channels, diary management, bookings of excursions and camps, straight forward timetabling, drafting and editing documents in accordance with established style guides, taking minutes and maintaining record management systems.

Classification factors

The characteristics, typical duties and skills commonly associated with this role are found in Appendix 1.

About you

To achieve in this role, you will be required to demonstrate the following:

Eligibility criteria

Essential

- Current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000.
- Relevant First Aid qualifications or the ability to obtain upon commencement.

Desirable

- Certificate qualification in bookkeeping or a related field.

Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven experience carrying out a range of financial and general administrative activities including procurement, receipting, accounts payable and receivable, diary management and document editing.
- Evidenced ability in interpreting various procedures, making sound judgements to solve recurring problems and elevate unfamiliar circumstances to an appropriate role holder.
- Proven capability to apply highly developed relationship building and interpersonal communication skills to liaise with a cross section of stakeholders.
- Demonstrated experience working with intermediate functions of various software including Microsoft Excel and Word to extract data.
- Proven experience in exercising initiative to coordinate a broad range of administrative tasks in order to meet established deadlines.

Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.

Appendix 1 – Classification factors

The role has been assessed according to the classification criteria outlined in Schedule 9 of the Catholic Employers Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2023-2026.

Below are the characteristics, typical duties, and skills commonly associated with this role.

Knowledge application

- Practical and procedural knowledge across a technical or specialist area.
- Organisational, procedural or policy knowledge.
- Sound understanding of relevant statutory, regulatory and policy frameworks in order to draw conclusions, interpret and apply guidance material and resolve recurring problems.

Accountability

- Responsible for managing competing requests, demands and priorities.
- Responsible for planning for the achievement of personal and/or team/group results.
- Accountable for monitoring emerging issues to identify impact on tasks and identifying and mitigating risks that will impact on own and/or team/group work outcomes.

Scope and complexity

- Work is moderately complex to complex in nature and relates to a range of activities.
- What needs to be done involves using available information however options are not always evident.
- Interpretation, analysis, and some judgement are required to select an appropriate course of action.

Guidance

- Works under general supervision and works within established procedures and guidance.
- Objectives, priorities and deadlines are defined with some scope in selecting the most appropriate method to complete tasks and how precedents, procedures and guidelines are interpreted and applied.
- The work may involve working independently to manage specific tasks, processes or activities against stated objectives with supervision generally limited to complex tasks or unfamiliar situations.
- Completed work is evaluated for accuracy, appropriateness and compliance with policy requirements.

Decision making

- Decisions are within defined parameters and related to an area of responsibility.
- Decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.
- Information and advice are provided which may be taken into consideration by other decision makers.
- Actions of the position impact operational efficiency or output, or service delivery for a work area over the medium to short term.

Problem solving

- Work activities are undertaken within a general framework of recognised procedures and guidelines.
- Problem solving may be undertaken with creativity applied to recognised procedures and guidelines.
- Information is applied selectively, and alternatives are not always self evident.

We value



- Analysis is typically required to make judgements involving facts or situations.
- Lateral thinking is required to generate viable options and the implementation of solutions.

Contacts and relationships

- Liaise with stakeholders/others, deliver specific services and assist to resolve straightforward matters.
- Apply standard procedures to meet requirements and offer assistance to solve problems.
- Deliver an effective customer service and provide quality, accurate and consistent advice.
- Represent the work area at internal meetings.

Negotiation and cooperation

- Some matters are likely to be contentious or complex issues that have scope for alternative interpretation requiring tact, persuasion and sensitivity within the application of guidelines.

Management responsibility and resource accountability

- Little or no supervisory responsibility.
- May assist with work familiarisation, initial training and support to new or less experienced colleagues.
- Prepares routine financial and resource information.
- Uses equipment with reference to established procedures and practices.