

Role Description



Diocese of Toowoomba
Catholic Schools

Position details

Title	School Officer: Administration (Leadership Support)
Employment status	Permanent/fixed term, 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 (Leadership Support) works under general supervision to provide executive assistance to leadership staff and supports the management and administration of the school/college in the areas of information management, records management and enrolments.

Role responsibilities

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

1. Provide executive support to leadership staff, including minute taking, diary management and proofing of documents.
2. Support, prioritise and monitor all correspondence in relevant inboxes and respond to enquiries on behalf of leadership staff within authorised levels of knowledge.
3. Based on established templates, draft formal correspondence for review by leadership staff.
4. Track, monitor and follow up expiring Blue Cards and registrations for all staff and visiting service providers.
5. Within well established guidelines, ensure compliance with documented school and TCSO procedures and elevate any variances to the Principal.
6. In collaboration with the Principal, coordinate the enrolment process including engagement with families, school/college tours, interviews and liaison with stakeholders to ensure all documentation is timely and accurately loaded into the relevant enrolment software.
7. Liaise with relevant departments regarding student commencement and withdrawal to ensure the seamless provision of resources and support that meets individual student needs.
8. Using intermediate software skills and specific functions, export data and provide results to Senior Leadership.

We value



Dignity



Potential



Life

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Belief in a better world

9. Assist with school/college marketing activities including the development of social media posts and newsletters for review by leadership staff where required.
10. Carry out a wide range of administrative activities including reception, providing medication to students within established plans and procedures 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.

Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven organisational, time management and executive support experience including developing non-standard correspondence, diary management and document editing.
- Evidenced ability to interpret designated procedures, apply discretion to solve recurring problems and elevate to the Principal where required.
- Proven capability to apply well developed relationship building and interpersonal communication skills to liaise with a cross section of stakeholders.
- Demonstrated intermediate Microsoft Office and software skills that can be applied to develop professional correspondence and extract data for statistical reporting.
- Proven experience in exercising initiative to coordinate designated 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.

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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

- Expertise within an area or discipline using theoretical knowledge or relevant practical experience.
- A substantial knowledge and understanding of related principles, techniques and practices.
- Well developed understanding of relevant statutory, regulatory and policy frameworks applied to a variety of interrelated activities and solutions to a range of problems.

Accountability

- Accountable for setting priorities for the work area, monitoring workflow and reviewing work of other employees.
- 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 is 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 predominately involves a wider variety of still similar, well defined tasks which may require researching and organising information and choosing from a limited range of solutions.
- Creativity and innovation are essential to the position and need to be regularly exercised within general guidelines.
- Unfamiliar issues and situations require personal action for example, in developing new or improved work methods or tackling situations in new ways.

Contacts and relationships

- Communicate with and provide information and advice to a range of stakeholders/others.
- Liaise with stakeholders/others and assist to resolve moderately complex issues.
- Provide quality advice to stakeholders/others and deliver a responsive service within area of expertise.
- Represent the work area at internal and external meetings and conferences.

Negotiation and cooperation

- Contact with stakeholders/others is in terms of comprehensive advice, support and resolution of issues.
- A level of tact, discretion or persuasion is necessary.

Management responsibility and resource accountability

- No supervisory responsibility and is generally responsible for own work.
- Accountable for effective use of own resources.

