

Role Description



Diocese of Toowoomba
Catholic Schools

Position details

Title	School Officer: Personal Assistant to the Principal
Employment status	Permanent/fixed term, Full time/ term time
Classification	School Officer Level 5
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: Personal Assistant to the Principal provides executive assistance to the Principal and supports the management and administration of the school/college in the areas of information management, records management and student welfare. This role also plays a critical role in leadership support by liaising with the staff community and Principal to ensure the appropriate flow of communication.

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 the Principal, including diary management, minute taking and responding to enquiries on behalf of the Principal within authorised levels of knowledge.
2. Provide guidance to other staff on the interpretation of standard policies, procedures and guidelines.
3. Support, prioritise and monitor all correspondence to the principal's inbox and action accordingly.
4. Provide administrative support to the Principal and collaborate with People and Engagement Services to ensure appropriate forms are completed within designated timeframes.
5. Within well established guidelines, ensure compliance with documented school and TCSO procedures and elevate any variances to the Principal.
6. Based on direction from People and Engagement Services, follow up expiring Blue Card and professional registrations for contractors and visiting service providers.
7. In collaboration with the Principal, coordinate administrative activities which may include enrolments, event management and promotions.
8. Using intermediate software functions, export data and provide results to Senior Leadership.
9. Assist with school/college marketing activities including the development of social media posts where required.

We value



Dignity



Potential



Life

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Belief in a better world

10. Apply understanding of the school strategic direction to ensure all documentation developed supports the Principal in strategic leadership.
11. Under the guidance of the Principal and as required, complete special projects including all public relations components within these.

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 a wide range of procedures and apply discretion to solve problems and elevate to the Principal where required.
- Proven capability to apply highly 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 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.

We value



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 developing plans and objectives for short term tasks.
- Responsible for coordinating competing requests and demands, setting priorities and managing the workflow for immediate work area.
- Responsible for providing professional and policy advice within an area of specialisation or providing technical expertise that contributes to work area outcomes.
- Accountable for maintaining appropriate risk management programs.

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 limited supervision to progress a series of activities within recognised guidelines.
- There is a clear statement of overall objectives and in consultation with supervisor decides on tasks and activities to be undertaken and required deadlines.
- Work follows well defined and detailed policies, technical or professional guidelines and accepted practice to achieve specific outcomes. There is some discretion to vary or tailor these.
- Some judgement is required to resolve workplace issues with supervision provided for complex or difficult issues.

Decision making

- Decisions concern a variety of matters, affect own work area and may affect another area.
- Decisions require evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Information and advice are provided, possibly suggesting a course of action, which is taken into consideration by other decision makers.
- The position may have significant impact in regard to work area objectives and activities and may impact on other work areas in the short term to medium 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 advice and recommendations to a wide variety of customers and external stakeholders/others.
- Liaise with stakeholders/others on moderately complex to complex policy, project or operational issues responding to stakeholders/others needs and expectations.
- Interpret and explain policies and procedures providing advice and assistance.
- Represent the work area or organisation at meetings, conferences or seminars.

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.
- May engage in some degree of negotiations under limited direction.

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.