

# Role Description



**Diocese of Toowoomba  
Catholic Schools**

## Position details

<b>Title</b>	School Officer: Administration (Reception)
<b>Classification</b>	School Officer Level 3
<b>Agreement</b>	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
<b>Reports to</b>	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 (Reception) contributes to the overall mission of the School and Diocese of Toowoomba Catholic Schools by providing a high level of customer service and administrative support to visitors, staff and students in collaboration with the School Officer: Administration (Finance and Enrolments). This role is also accountable for the efficient and accurate distribution of communication across the school.

## 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 and standards, support students by providing first aid and routine medication to students, update the medical register and liaise with parents where necessary.
2. Based on established procedures, process attendance administration including monitoring late arrival, early departure and updating daily attendance records.
3. As the main contact person on reception, deliver an effective and courteous front counter service including welcoming and signing in visitors, providing hospitality and assisting visitors with enquiries.
4. Take phone calls, monitor emails and disseminate messages to the appropriate role holder through the designated student information software.
5. In collaboration with leadership staff and utilising established templates, draft routine correspondence and edit a range of documents including newsletters and parent communication.
6. In accordance with established procedures, carry out routine stationery stocktake and order classroom supplies when requested.
7. Enter data into the student information system and integrated systems in an accurate, timely manner, in accordance with designated process documents.

*We value*



Dignity



Potential



Life

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**Belief in a better world**

8. Update and maintain the record management system, ensuring all relevant documentation is filed through appropriate channels.
9. In accordance with established processes, collect and receipt payments including fees, uniforms and ad hoc payments.

## 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.
- Current Senior First Aid Certificate or ability to obtain upon commencement.

### Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven ability in applying interpersonal skills to communicate effectively with a range of stakeholders including students, parents, visitors and colleagues.
- Demonstrated time management skills with the ability to manage a range of competing priorities.
- Evidenced ability in following established processes, procedures and templates.
- Proven experience in conducting a range of administrative activities including taking phone calls, accurate data entry, appropriate filing and editing documents in a range of systems.
- Demonstrated prior experience working with a range of software including the Microsoft suite of products.

## 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.