

Role Description



**Diocese of Toowoomba
Catholic Schools**

Position details

Title	School Officer: Administration (Reception)
Classification	School Officer Level 2
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 (Reception) contributes to the overall mission of the School and Diocese of Toowoomba Catholic Schools by assisting in the delivery of an effective and courteous front counter service by providing a high level of customer service to visitors, staff and students.

Role responsibilities

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

1. Ensure all phone calls are answered in a professional, timely manner and communicate a willingness to hear and address queries.
2. Disseminate messages to the nominated delegate with all provided information through the designated student information software.
3. Document absentee phone calls and emails in accordance with established processes and training.
4. Provide a welcoming reception and communicate in a professional manner to all internal and external stakeholders including school staff, Clergy and community members.
5. In accordance with established standards, ensure all visitors are signed in to the electronic system within a timely manner and elevate any system issues to the relevant school technician.
6. Provide hospitality to all visitors including the set up and clearing of conference and meeting rooms.
7. Carry out straight forward filing in accordance with demonstrations and established record management processes, elevating any circumstances outside of the standard process to the relevant supervisor.
8. Monitor and report the stock of stationery to the relevant School Officer: Administration requiring replenishment.

We value



Dignity



Potential



Life

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Belief in a better world

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 straight forward and well established processes.
- Proven experience in conducting a range of administrative activities including taking phone calls, accurate data entry and appropriate filing.
- 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.