



Application Process

Administration Officer – Front Officer

Ongoing Position - 1.0 FTE (Term Time Only)

Commencement Date: 4th February 2019

Applicants must be able to accept and support the Mission Statement of the College.

Catholic Education Tasmania requires the preferred applicant to be subject to employment screening including (but not limited to) Working with Vulnerable People Registration and a National Police Criminal History Check. Applicants must also hold a current relevant First Aid qualification.

Applications should be addressed to:

Mrs Elizabeth McDougall
Principal
Sacred Heart College
2 Cross Street
NEW TOWN TAS 7008

Telephone: (03) 6279 4090

And forwarded via email to: michelle.stolp@shc.tas.edu.au

Applications close 3.00pm on Tuesday, 15th January 2019

Application Details

Administration Officer – Front Office

This is an ongoing, full time (1.0) (Term Time only) position.

Commencement Date: 4th February 2019

The Terms and Conditions of employment are in accordance with the Tasmanian Catholic Education Single Enterprise Agreement (2015), and the salary will be commensurate with experience and qualifications.

Applicants for the position of **Administration Officer- Front Office** at Sacred Heart College should include the following information in their application:

Covering Letter

Include details of:

- Reasons for your application
- An outline demonstrating why you are suitable for the position
- Reference to the skill-set and experience that you bring to this position

Personal and Professional Resume

- Full name
- Address, telephone, email
- Relevant experience
- Relevant personal professional development
- Current position
- Employment history - organisations in which you have worked, the length of service and a brief description of the position/s held and duties undertaken
- Names and contact details of three (3) referees

Selection Criteria

- Please address the Personal Capabilities, with reference to the Key Result Areas, and Evidentiary Requirements components of the Role Description (see following pages).
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ROLE DESCRIPTION

Role title:	ADMINISTRATION OFFICER
Classification:	Business Services, Level 2
School / College:	SACRED HEART COLLEGE
Is responsible to:	Business Manager
Key relationships:	Principal, staff, students, parents, volunteers, visitors

ROLE ACCOUNTABILITY

The Administration Officer provides a first point of contact for the College and is accountable for the effective delivery of reception, administration and office support services. The role is responsible for the delivering excellent customer service in the performance of duties.

Within the role, the Administration Officer supports the Catholic Identity and Evangelising Mission and works collaboratively with other staff and members of the college community to assist students to achieve enhanced learning outcomes.

The Administration Officer is responsible to the Business Manager but will work under direct supervision of the Accountant.

KEY RESULT AREAS

Customer service

- Provide a friendly and welcoming customer service support, as first point of contact to staff, parents, students and visitors.
- Resolve routine enquiries, re-directing where appropriate.
- Identify and defuse potential customer hostility or conflict where possible, escalating to a higher employee as required.
- Communicate clearly and concisely.
- Respect and protect staff, student and family privacy and confidentiality.
- Promote a positive image of the college in all interactions.
- Ensure the College Office and reception areas are welcoming, neat and tidy.
- Provide first aid such as issuing band-aids or medication in accordance with College policies and procedures.

Administrative and financial support

- Coordinate absentee records as a matter of priority to ensure absentees are completed each period, inconsistencies are investigated and followed up and notify parents if an absence is unexplained, as per college policy and procedures.
- Prepare absentee data required by the Commonwealth Government.
- Prepare routine correspondence and documents.
- Coordinate learning conferences.

- Undertake general word processing, data entry, MS queries, proof reading, photocopying and desktop publishing.
- Record staff absences.
- Collate and distribute documents in a timely manner.
- Process incoming and outgoing correspondence and other mail in a timely manner, including organising for mail to be held if required.
- Undertake records management and archiving.
- Coordinate meetings and appointment scheduling, if required.
- Coordinate catering arrangements.
- Record and maintain petty cash.
- Maintain office equipment (eg photocopiers) and stationery supplies.
- Organise for collection of recycling, sanitary, and other deliveries, as required
- Process financial transactions including receipting and banking of monies / payments, petty cash, requisitions, invoicing, etc.
- Coordinate sign in and verification of Working with Vulnerable People cards for all visitors, relief staff and contractors.
- Accurately maintain student/staff/volunteer records and other sensitive information.
- Undertake administration of the College's electronic knowledge portal and complete workflow applications in a timely manner.

Team effectiveness and collaboration

- Support and assist staff and management teams to deliver effective student outcomes.
- Work collaboratively with other members of the College community, including parents/guardians, caregivers and volunteers, to enhance student outcomes.
- Develop positive relationships with colleagues and other members of the College community and maintain a positive and professional demeanour at all times.
- Maintain a positive attitude towards new and different ideas and approaches.
- Attend, as required, meetings as convened by management and staff.

Personal effectiveness

- Demonstrate integrity and meet the standards of conduct expected.
- Demonstrate strong multi-tasking skills, ability to act quickly and show initiative.
- Participate in goal-setting processes and respond to opportunities for growth to improve knowledge and practice.
- Overcome obstacles and recover and learn from setbacks through self-development.
- Participate in staff learning programs and attend appropriate professional learning (PL)

opportunities when required.

- Seek and apply constructive feedback from Line Manager to improve knowledge and practice.

Resources and organisation

- Plan and organise workflow to accomplish established objectives.
- Utilise software packages, including word processing, maintain email and electronic records, spreadsheets, databases, desktop publishing, accounting and/or web or other specialised software.
- Use relevant office equipment including photocopiers, shredders, printers, as required.
- Use college property, resources and technology in a proper and safe manner in accordance with appropriate standards, policies and procedures.
- Consider the environment and minimise waste.

Safety and compliance

- Exercise responsibility required in accordance with Work, Health and Safety legislation, including:
 - take reasonable care of your own health and safety and that of other people who may be affected by your acts or omissions at the workplace
 - contribute to safe systems of work.
- Contribute to a safe and welcoming learning environment for children and young people congruent with legislative and organisational Child Safe requirements.
- Undertake relevant Catholic Education Accreditation requirements associated with the role.
- Adhere to the requirements of the role in accordance with the professional standards expected of Catholic Education Tasmania and all organisational policies, procedures, codes, guidelines and applicable laws.

PERSONAL CAPABILITIES

- Reception / customer service experience
- Data processing experience
- Demonstrated professional integrity
- Work collegially and in a team environment
- Communicate effectively with a range of people from differing levels / backgrounds
- Coordinate routine activities, set priorities and deliver tasks on time
- Perform effectively in an environment with competing demands
- Ability to multi-task/act quickly and show initiative
- Apply literacy and numeracy skills effectively
- Demonstrated accuracy and attention to detail
- Act with due care and diligence
- Demonstrated reliability, dependability, flexibility and adaptability
- Maintain confidentiality when dealing with sensitive information and matters
- Demonstrated commitment to customer service excellence
- Work independently with minimal supervision.
- Use initiative to resolve problems in a constructive manner

EVIDENTIARY REQUIREMENTS

Essential

- Current first aid qualification
- Valid Working with Vulnerable People Registration
- Current and satisfactory National Police Criminal History Check (NPCHC)

Desirable

- Certificate III Business Administration or equivalent
- Current Tasmanian vehicle driver licence

ENVIRONMENTAL CONDITIONS AND PHYSICAL DEMANDS

The Administration Officer role is located in a busy, open area office and is subject to constant interruptions and frequent communications with others whilst undertaking tasks that require attention to detail and high levels of accuracy. The Administration Officer uses a variety of information and communication technology, office equipment and resources. The role will involve frequent sitting and standing and require fine motor and control skills, auditory and visual functions. Some lifting of supplies and materials may be required from time to time.