

# ENTRY LEVEL

## Administration Officer

### Job & Person Specification



#### Our Mission:

*'To be a connected community where innovative teaching inspires action and where God's love is shared and celebrated.'*

#### JOB SPECIFICATION

**1. Summary of the broad purpose of the position in relation to Encounter's goals (its expected outcomes and how it is achieved).**

The *Administration Officer* is required to provide a customer service role to parents, students, staff and visitors to the College. Reception duties include attending the front counter, answering telephone enquiries, greeting and assisting visitors to the College and the handling, receipting and reconciliation of all College cash. The *Administration Officer* is required to uphold and maintain a high level of confidentiality and discernment in the undertaking of their role.

The *Administration Officer* is required to assist with the management of student attendance by ensuring all late arrivals, early departures and absentees are recorded in TASS, and manage student data along with providing assistance with first aid requirements.

This position also provides 10 hours per week of administrative support to our Early Learning Centre

The successful applicant will be a person who is flexible and willing to learn additional tasks, such as the potential to provide a backup to our debtors and creditors functions and to learn the processing of payroll.

This position has the potential to grow into a full time role.

**2. Reporting / working relations (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships).**

The *Administration Officer* is reportable to the Marketing / Administration Manager for all matters including day to day activities, responsible to the Business Manager and accountable to the Principal. It is expected that you work collaboratively with all members of our College community to engender a positive and harmonious team environment.

**3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime etc).**

This position is located at Victor Harbor, which is approximately 85 kilometres from Adelaide on the Fleurieu Peninsula. A driver's license is essential and willingness to drive; some intrastate and interstate travel may be required; some out of normal hours may be required to meet specific deadlines and the incumbent will actively participate in Encounter's annual performance appraisal process.

## JOB ROLE DESCRIPTION

### 4. *Statement of Key Outcomes and Associated Activities:*

#### 4.1 Student Services Reception:

- Ensure that reception and counter enquiries are managed and dealt with a warm, friendly, caring but professional approach.
- Ensure telephone calls are attended to promptly and courteously.
- Ensure that messages are delivered promptly and accurately.
- Ensure that student arrivals, departures and absentees are recorded in TASS.
- Ensure that all students sign in and sign out during the day.
- Participate in a rotation of lunchtime covers for the front desk.
- Responsible for the collection of the mail and banking processes.

#### 4.2 Provide support for the delivery of first aid;

- By ensuring that all first aid is delivered and administered in a sensitive, caring and safe manner by;
- By administering first aid promptly to those in need, in accordance to the first aid training;
- Ensure that you maintain safe practices, eg assess the situation first and follow the requirements of DRABCD
- Ensure that gloves are worn when treating injuries
- Ensure that prompt notification to parents and teachers occurs
- Ensure that the relevant mandatory online forms and TASS is updated of each incident.

#### 4.3 Student Absences

Ensure that student absentee records are maintained by;

- Assisting with the absentee process, liaising with the teaching staff and ensuring that the absentee process is completed as soon as possible.
- Ensure that students sign in and out during the day

#### 4.4 Visitors, Contractors & Volunteers

- Ensure that all visitors, contractors and volunteers sign in and out on Passtab.

#### 4.5 Backup to other tasks

There is the potential to learn other key tasks and positions within the College, to allow for the backup of these tasks when staff are on leave. This training will allow for personal growth and succession planning of some of these tasks.

Areas such as Debtors, Creditors, Payroll, tasks such as receipting, banking, invoicing, paying accounts, and the processes of payroll for staff and the associated tasks that accompany payroll.

#### 4.6 Early Learning Administration (10 hours per week)

- This position provides a financial and administration role for our Early Learning Centre, including the coordination of daily bookings, the billing of debtors, the management of the Financial and Administration system SPIKE, and attending to the annual statutory reporting requirements with regards to census and some funding returns.
- Management of the bookings;
- Billing to our parent community;
- Transfer of information to the Government to allow receipt of CCB (Child Care Benefit) and CCR (Child Care Rebate);
- Facilitate and manage the upkeep of the system SPIKE, by tending to any software updates, changes to practices or processes;
- Through the information gathered in SPIKE produce the annual returns with regards to Census, in conjunction with the Centre's Co-ordinator and/or Business Manager.

#### 4.4 Building Relationships:

- This position involves working closely with others on our front reception desk, with our Business Manager along with the staff of Encounter.
- Contribute to the culture of Encounter, by fostering and encouraging cooperation, collaboration and shared accountability for the production of all work.

### **5. ESSENTIAL MINIMUM REQUIREMENTS**

#### **5.1 Characteristics considered necessary for successful outcomes in this position:**

- Develop an understanding and support the ethos of a growing Lutheran R-12 College.
- Excellence in positive communication and literacy skills.
- Self-motivation, flexibility and time management skills.
- Ability to work as part of a team of committed to excellence in Christian Education and maintain the principles promulgated by the College.

#### **5.2 Maintain a high quality of customer service, professionalism, flexibility and personal values by:**

- Display a commitment to providing quality services to internal and external College communities and business partners.
- Possess the ability to promote positive staff morale and a team ethic.
- Display high levels of initiative, responsibility and accountability.
- Display an ability to adapt to and changing environment.
- Demonstrated communication skills, both verbally and in writing.

#### **5.3 Contribute to Encounter's values of Christian Practices by:**

- Demonstrating a strong commitment to the ethos of Lutheran Colleges.
- Be able to work cooperatively with other staff members and be a leader in team building.
- Demonstrating high levels of courtesy, politeness and friendliness to all customers.
- Attending the Staff Spiritual Retreat on an annual basis.
- Be committed to undertaking out of hours activities if required, related to promotional and educational aspects of the College.

**5.4 Personal Abilities/Aptitudes/Skills (Related to the job description, and expressed in a way which allows objective assessment). Demonstrated ability to:-**

- Communicate effectively, both verbally and in writing with a multitude of people and children.
- Ability to cope with fluctuations in work volumes, giving close attention to detail, determining priorities, plan and organise workloads, work under pressure and maintain deadlines.
- Exercise initiative, work with limited direction, and operate as a effective member of a team.
- Deal with sensitive issues and maintain a high level of confidentiality.
- Analyse problems, exercise judgement, initiative and to recommend improvements, changes to current practices and procedures.
- Possess skills which facilitate and foster cooperation and interaction.
- Ability to prepare agendas, minute take, distribute and file appropriately records from such meetings.
- Computer skills including the Microsoft Suite of products.
- Contribute to team building and work in a team environment.
- Ability to process data and formulate reports.
- Ability to make decisions on issues when procedures are unclear.

**5.5 Tertiary / TAFE Qualifications**

- Nil required.

**6. Training and Knowledge**

The College would expect that the incumbent be willing to undertake training of the following:-

- First Aid Certificate
- Child Safe Reporting
- Valuing Safe Communities
- WHS procedures and Complispace

**6.1 Experience**

- Working in a computer orientated environment.
- Working in a College or child orientated environment.
- Experience in working and participating in a team environment.

<b>Title of Position:</b>	<b>Student Services Officer</b>	<b>Type of Appointment</b>	<input type="checkbox"/> <b>Temporary</b>				
<b>Classification:</b>	Lutheran School Officer	<input type="checkbox"/> Permanent Full Time	Commencing 18/01/2021				
<b>Level:</b>	2	<input checked="" type="checkbox"/> Permanent Part Time	Finishing ...../...../.....				
<b>Stream:</b>	Administration	No. Days Per Week 1 / 2 / 3 / ④ / 5	M	T	W	T	F
					✓	✓	✓
<b>Location:</b>	Victor Harbor	Start Time: 8.00 am Finish Time: 4.30 pm		8.00	8.00	8.00	8.00
				4.30	4.30	4.30	4.30
<b>Award:</b>	School Assistants	Hours Per Week: 30	0.60 FTE (41/48)				
Lutheran Schools SA Enterprise Bargaining Agreement 2020		Weeks per Year: 41	J&P Spec – JP03				