



## Position Information Document

### Education Support Officer

#### Administration Officer

##### Position Details

Role Title:	Administration Officer
Directly Responsible to:	Department Manager Deputy Principal People Culture and Operations Business Director and ultimately responsible to the Principal
Classification Level:	Grade 2, Subclassification: Administration Refer to SA Catholic Schools Enterprise Agreement 2020, Appendix E: Classification – Education Support Officers.
Tenure:	Casual
Conditions of Employment:	All employment conditions are governed by the SA Catholic Schools Enterprise Agreement 2020 as amended or replaced ("Enterprise Agreement")

##### Role Context

The Administration Officer role, under general supervision, carries out a wide range of reception and administrative duties to assist leadership, staff and other members of the school community and visitors, to deliver an efficient and responsive customer-focused support service across the school.

The Administration Officer is responsible for creating a professional impression to effectively handle the flow of people and enquiries and support the day-to-day running of the school's administrative areas to achieve a valued experience for those seeking assistance.

##### Role-Related Responsibilities

###### College Reception

- Answer all internal and external calls and determine an appropriate response to achieve a positive outcome.
- Be Front of House for the college and assist and deal with enquiries.
- Receive and dispatch deliveries as well as assist with mail and courier services as required.
- Ensure all visitors and contractors use SINE Pro on every occasion and check the register at the end of the day for accountability.
- Monitor and manage the college's general email account and forward to the appropriate staff member.
- Make internal public announcements through the college's PA system as required, including in the event of an emergency evacuation.
- Receive, sort and deliver all daily correspondence (eg. mail, newspapers, publications, etc) and notify Dominican Sisters regarding collection of Congregation mail.
- Circulate Weekly Department for Education correspondence (green bag).

### **Personal Assistant and Administration**

- Provide, confidential administrative support, including work of a highly confidential and sensitive nature.
- Carry out a range of administrative duties to achieve the day-to-day administrative needs of the school, including word processing, mail handling, maintaining email and computerised records.
- Provide diary management, providing alerts in relation to the College calendar events, other responsibilities and appointments.
- Prepare correspondence, working papers, reports, memoranda, notices and other materials on all matters relating to the college, staff and students.
- Assist with organising meetings and events including meetings with parents/caregivers and external parties, parent teacher nights, etc.

### **Student Administration Office**

- Assist students of all year levels with their queries and direct them as appropriate.
- Be a point of contact for parents and visitors and assist them with their enquiries either in person, telephone, email or SMS.
- Uphold student policies adopted by the college community.
- Ensure lost property is returned to students when applicable and maintain cleanliness of lost property cupboard.
- Assist in the delivery of messages for students or about students to concerned staff.
- Provide support in regard to excursions, camps and events – phone/email/collecting students/assisting with buses.
- Upload on database and efficient filing of medical certificates.
- Sell Metrocards and general school stationery.
- Daily banking/balancing of till and reports given to Finance team.
- Assist with the distribution of school uniform and other purchased items to students.

### **Student attendance**

- Responsible for all incoming telephone calls, SMS messages and e-mails with regards to absenteeism, parent queries, teacher queries to the college and redirect them, record and forward messages, as appropriate.
- Assist with the management of accurate records in regard to student absentees and other student information in the College database.
- Monitor students signing in/out.

### **Excursions**

- Assist with upcoming excursions / events on Consent 2 Go and follow up any outstanding consents prior to the excursion, ensuring attendance is uploaded onto SEQTA.
- Assist with organisation of First Aid Kits and Student Medication for excursions, camps and events and provide medical summaries.
- Field any queries on a day-to-day basis with regards to excursions.

## First Aid

- Administer first aid to students (and staff) when required and keep appropriate records.
- Administer prescribed / controlled medication in accordance with the student's medication agreement and maintain accurate medication logs / register, updating SEQTA accordingly.
- Monitor students in the sick rooms.
- Contact ambulance services, family and emergency contacts.
- Maintaining a daily register for students accessing the health centre.
- Maintain accurate recording and appropriate notification to parents and staff and following up of school related accidents which occur during or out of school hours.
- Assist with managing school-based immunisation programs in conjunction with service providers for staff and students.
- Receive medication from families and document the same on the Medication Register.
- Maintain the Medication Register to ensure all medication is within date and contact parents to arrange replacement medication if expired or low in stock.
- Upload Medical Authority/Action Plans to SEQTA as required.
- Liaise with parents/caregivers in respect of any other medication management / issues.
- Ensure adherence to the Department for Education Medication Management procedure.
- Undertake other duties, as required by the Principal (or delegate).

## Person Specification

The employee will have/obtain/demonstrate:

- Excellent interpersonal and collaborative skills, and an ability to be able to effectively communicate with students, parents, teachers, external agencies and visitors.
- Well-developed customer service skill and the ability to manage difficult situations.
- Proficiency at using the 'Office Suite' and other applications including student reporting systems for external agencies and organisations.
- Experience in or exposure to cash handling and processing of payments.
- A high degree of integrity, confidentiality and sensitivity with handling information and developing key working relationships.
- Coordinate competing priorities and follow tasks through to satisfactory completion, including managing student, parent, employee and general public enquiries.
- Demonstrate a commitment to uphold, support and contribute to the values, vision and mission of Cabra Dominican College.
- Seek to deepen their understanding of the Dominican charism.

## Work, Health and Safety (WHS)

This role is deemed to be a Worker under the Work Health and Safety Act 2012 (SA). As a Worker, while at work, you, as the employee who is the subject of this Position Information Document must:

- Take reasonable care for your own health and safety.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
- Comply, insofar as you are reasonably able to, with any reasonable instructions given by the employer.
- Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.
- Reference: Work Health and Safety Act 2012 (SA) ss 27 and 28.

## Additional Qualification, Documentation, WHS and Compliance Requirements

All employees must ensure that they are fully compliant and will take personal responsibility to maintain and complete their:

- Screening clearance and a police clearance to work in Catholic Education SA in accordance with current guidelines (i.e., DHS Working with Children Check)
- Approved Responding to Risks of Harm Abuse and Neglect – Education and Care (RRHAN-EC)
- HLTAID012 Provide an emergency First aid response in an education and care setting.
- Learning modules, as issued by the Catholic Education Office, as required.

In addition, all employees are expected to:

- Provide copies of awarded qualifications if applicable.
- Complete WHS education and training modules as required.
- Be familiar with and understand Cabra's WHS policies.
- Report all hazards, incidents, accidents when witnessed, in accordance with Cabra's WHS policies and procedures.
- Use correctly any equipment provided for health or safety purposes.
- Cabra staff do not need to be vaccinated against COVID-19 as a condition of employment, with the exception of staff working in High-Risk Settings (St Mary's Unit). Staff are however strongly encouraged to have and maintain an Up-To-Date Vaccination Status in accordance with the ATAGI statement. The vaccination requirement for staff working in High-Risk Settings is a condition of employment or engagement unless an exemption is approved in accordance with the CESA COVID-19 Vaccination Policy.

## Conditions of Employment

- The salary and entitlements are consistent with those outlined in the Enterprise Agreement.
- The employee must undertake performance review on an annual basis in accordance with the terms and conditions of the Enterprise Agreement.
- The "Weeks per year" and "Hours per week" identified in Position Details (above) may be varied by written agreement. To the extent of any inconsistency between this PID and subsequent correspondence from Cabra which purports to vary these hours or weeks, the latter shall prevail, provided that such variation is in keeping with the terms and conditions of the Enterprise Agreement.

## Acknowledgement

I have read and understood the requirements of this position. I acknowledge that this Position Information Document has been designed to indicate the general nature and level of work and is not a comprehensive listing of all responsibilities, tasks, and outcomes.

Signed by:

\_\_\_\_\_  
Dr Helen Riekie  
Principal

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Employee Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date