



Position Information Document

Education Support Officer

Front Office and Administration Support (Receptionist)

Position Details

Role Title:	Front Office and Administration Support (Receptionist)
Directly Responsible to:	HR Director for day-to-day operations, the Business Director for overall operations and ultimately responsible to the Principal
Classification Level:	Grade 3, Subclassification: Administration <i>Refer to SA Catholic Schools Enterprise Agreement 2020, Appendix E: Classification – Education Support Officers</i>
Weeks per year:	42 weeks
Hours Worked per week:	37.5 hours per week 8:15am to 4:15pm
Tenure:	Permanent
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 Front Office and Administration Support person is the first point of contact for all visitors to the College. The successful incumbent possesses a professional and welcoming disposition and is versatile and able to work under pressure.

They provide administration and secretarial support for the Business Director, Human Resources Director and other functions including managing records for Working with Children Checks, RRHAN-EC, First Aid, Teachers Registration and compliance requirements for staff, contractors and volunteers.

Role-Related Responsibilities

Contribute to the effective operation of the front office:

- Respond to internal and external calls and determine an appropriate response to achieve a positive outcome.
- Be Front of House for the college and attend to enquires, including administering any EFTPOS transactions.
- Manage enquiries from students, parents, employees and the general public, making appropriate notes and referrals and briefing management relating to any matters as necessary.
- Assist with mail, deliveries, and courier services (including Department for Education correspondence (green bag) as required.

- Ensure all visitors and contractors use SINE Pro 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.
- Undertake internal public announcements through the college's PA system as required.
- Receive, sort and deliver all daily correspondence (eg. mail, newspapers, publications, etc) and notify Dominican Sisters regarding collection of Congregation mail.

Working with Children Checks (WWCC) and Responding to Risk, Harm, Abuse and Neglect – Education and Care (RRHAN-EC)

- Administer the function to ensure that all employees, volunteers, contractors, third parties have a current WWCC.
- Process all WWCC forms and maintain an up-to-date database to comply with the Screening and Verification Authority (SAVA) requirements.
- Process through CESA all electronic screening checks.
- Work closely with SAVA and the Department of Human Services (DHS) as required.
- Input all RRHAN-EC, First Aid certificates and any other mandatory training into appropriate systems.
- Ensure that all staff members are notified within three months of their WWCC expiring and follow up correspondence.
- Report any outstanding matters to the Human Resources Director.

Administration

- Provide general administrative support to the broader college as required.
- Undertake a wide range of secretarial and clerical duties at an advanced level.
- Assist with the preparation of internal and external publications and events as required.
- Competence in a range of computer software packages including the full 'office suite'. This may include formatting correspondence and reports, including indexing, merging documents with data, use of columns and table and graphics.
- Provide administration support to the Business Director and HR Director as required.
- Assist the Registrar in:
 - the enrolment interview process.
 - responding to Principal Tours and Enrolment phone enquires.
 - recording attendance at Principal Tours and upload data to 'Enquiry Tracker'.
 - assist with new enrolments, including issuing enrolment packs to prospective families.
 - other duties as directed.

Other Duties

- Promote a safe working environment for all staff, students and volunteers.

- Report any unsafe work practices to the Risk and Compliance Manager or committee.
- Any other duties as directed by the Principal.

Person Specification

The employee will:

- 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.
- Accuracy and attention to detail in all aspects of the role, as well as highly developed administrative systems and procedures.
- 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 Manager 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.

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

Employee Name

Date

Date