



POSITION DESCRIPTION

Position: Administrative Assistant - Student Services

Classification: ATO Level 3

Reports to: Senior Administrative Officer

Tenure: Ongoing

The Administrative Assistant – Student Services reports to the Senior Administrative Officer. As a member of the Administrative Team, the Administrative Assistant carries out a support role to ensure the smooth running of Student Services. They are responsible for the administration of student attendance, general student enquiries and the transition of students to the College. The role will provide a high level of support to teaching staff and assist with ongoing parents enquires.

The Administrative Assistant – Student Services will serve as a point of contact for students, parents and staff. The role will work in close partnership with the College nurses and psychologists to help facilitate students' wellbeing. The role will be required to work flexibly and collaboratively with other administrative staff to ensure the delivery of effective and efficient administration services to meet the needs of the College. The role will undertake administrative work within the College's administrative office.

KEY RELATIONSHIPS: Senior Administrative Officer, Administrative Office Team, Nurses, Psychologists, Students, Parents, Public, Deans, Executive

The outline of this role is as follows:

1. MAIN RESPONSIBILITIES

- Attend and assist student, parent and teacher enquiries
- Manage student sign in and sign out process
- Retrieve absentee phone messages and enter in to SEQTA
- Enter absent, early departure and late arrival emails
- Alert parents/carers of unresolved absences
- Prepare and communicating information and correspondence to families.
- Assist teaching staff with providing data from SEQTA and Synergetic
- Maintain student filing
- Check on high-risk students and send email to appropriate staff
- Provide administrative support to the Senior Administrative Officer
- Answer and direct phone calls, dealing with queries as appropriate
- Maintain contact lists and databases
- Assist with any front counter/reception enquires
- Help prepare correspondence, forms, reports, agendas etc.
- Develop and maintain filing systems

- Order office supplies and maintain inventory of stocks
- Provide support to visitors
- Assist with planning and hands-on arrangements for events
- Provide back up to the College reception
- Provide first aid when required and assist with medical emergencies
- Oversee College sick bay
- Other duties as required

2. SELECTION CRITERIA

Essential

- Model and maintain the Catholic and Mercy ethos and traditions of the College
- Relevant qualifications/ equivalent competency
- Communicate sensitively with staff, students, parents and public
- Ability to deal appropriately with problems and maintain confidentiality
- Ability to work collegially and efficiently as a member of a team
- Good written and verbal communication skills
- Ability to maintain confidentiality
- Good attention to detail
- Professional, polite and personable
- Sound level of computer skills in Microsoft Office Suite
- Some flexibility with working hours

Desirable

- Experience in Synergetic and SEQTA
- Experience in a comparable role
- Knowledge of first aid
- Knowledge of electronic filing systems

3. TERMS OF EMPLOYMENT

- Salary to be annualised over the year based on weeks worked
- Working with Children Check (WWC) required
- National Criminal History Check (as issued by the Department of Education WA)

Date Reviewed: November 2021