

POSITION DESCRIPTION

Student Services Administrative Assistant

John Paul College, Frankston is a Catholic co-educational secondary school with a rich heritage in the traditions of the FCJ sisters and the Marianists.

MISSION

John Paul College provides an exemplary and holistic education within the Catholic tradition. We believe every student's success is grounded in quality learning and teaching, and a school culture that fosters wellbeing, promotes resilience, and inspires faith in action.

“With Him is the
fullness of life”
JOHN 10:10

Our motto is our vision – the commitment to ensure every member of our community is empowered to achieve success, act with integrity, and contribute to the common good – Christian discipleship for a just world.

The work of the Student Services Administrative Assistant will be informed by a vision of Catholic education that is Gospel-based, people-centred, inclusive, and holistic. The Student Services Administrative Assistant will work to develop an understanding of the Catholic, Marianist and Sisters of the Faithful Companions of Jesus ethos and the values of the College and ensure that they work within those foundational traditions and mission of the school.

SPECIFIC RESPONSIBILITIES

The Student Services Administrative Assistant works collaboratively to provide a quality service in response to both internal and external queries and needs, enhancing the image, professionalism, and reputation of the College.

These roles are often the first point of contact for enquiries to the College regarding student issues, necessitating quality communications. In addition, the Student Services Administrative Assistants manage many student, parent and staff requests for assistance, requiring a calm and efficient approach to the varying demands in order to achieve all necessary tasks.

The Student Services Administrative Assistant is required to be familiar with and comply with the College's Child Safety and Wellbeing Policy and Child Safety Code of Conduct. Student Services Administrative Assistants will assist in the provision of a child safe environment for students and demonstrate duty of care to students in relation to their physical and mental wellbeing.

The Student Services Administrative Assistant remains responsive to the needs of the students and staff, and to the requirements of relevant school policies and those of the Catholic Education Commission of Victoria (CECV) and Melbourne Archdiocese Catholic School (MACS).

SPECIFIC DUTIES

Administrative Duties

- Provide a courteous and professional telephone, email, and reception service to all callers and visitors, ensuring enquiries are directed to the appropriate staff member in a timely manner and contributing to the smooth operation of the College and its professional image.
- Work effectively to demanding deadlines and adapt to a dynamic and fast-paced environment.
- Act as a key point of contact for internal and external general enquiries and requests for assistance, maintaining appropriate confidentiality and either responding directly or referring matters to relevant staff to ensure timely and accurate outcomes.
- Ensure the Student Services Office is well presented and operates efficiently through the effective maintenance of equipment and resources.
- Document and record all mobile phone and equipment confiscations, notifying relevant staff and parents/guardians where required.
- Collate, prepare, and communicate student removals with parents and relevant staff.
- Prepare and maintain Pending N and Change Session rosters, as required.
- Prepare and collate work required for Pending N sessions, as scheduled.
- Prepare and maintain documentation relating to student locker allocations.

- Maintain student files and records within Student Services in accordance with confidentiality and record-keeping requirements.
- Prepare student monitor rosters.
- Maintain documentation relating to pending student exits from the College.
- Facilitate, in conjunction with relevant leadership staff, the entry process for new enrolments post acceptance.
- Update student and parent records as information is received, including addresses, phone numbers, and emergency contact details.
- Update records and notes relating to Court Orders in Synergetic following discussion with appropriate leadership staff.

Administrative Support

- Provide direct administrative support to staff working within Student Services, including members of the Wellbeing and Counselling teams.
- Undertake general administrative and support duties, as required, that contribute to the smooth and effective daily operations of the College.
- Work with relevant leadership staff to collate and prepare data relating to student transitions.

Attendance Responsibilities

- Maintain and update attendance records within SIMON, including the daily recording of student absences, early departures, and late arrivals.
- Complete attendance processes and checks for approved excursions and activities.
- Coordinate SMS notifications to families regarding student absences and follow up unexplained absences, as required.
- Notify teaching staff of incomplete class rolls and follow up until records are accurately completed.

Student Health, First Aid Responsibilities

- Provide administrative and practical support to the College Nurse in the day-to-day management of student health and wellbeing matters.
- Assist with the management of student accidents and illnesses, including the provision of First Aid, requesting emergency assistance, and notifying parents/guardians as required, ensuring all actions are appropriately documented and aligned with the College's duty of care obligations.
- Step in to support student health needs during breaks and at other times when required, including deputising for the College Nurse when replacement nursing staff are unavailable.
- Work in accordance with College policies and procedures relating to student health, wellbeing, and safety.

Other Duties

- Perform the duties of an Area Warden in the event of a College emergency or evacuation.
- Undertake other duties as required, consistent with the responsibilities of the role.
- Other duties as directed by the Principal

CHILD SAFETY

Every person employed or volunteering at John Paul College has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all they do and every decision they make. (CECV (Catholic Education Commission of Victoria) Commitment Statement to Child Safety). Such responsibility requires employees to:

- provide students with a child-safe environment
- be familiar with and comply with the school's child-safe policy and code of conduct, and any other policies or procedures relating to child safety
- proactively monitor and support student wellbeing
- exercise pastoral care in a manner which reflects school values
- implement strategies which promote a healthy and positive learning environment

KEY SELECTION CRITERIA

All applicants need to meet the following key selection criteria:

- A personal commitment to the College Vision, Mission and values.
- Interpersonal skills that portray a welcoming atmosphere, friendly disposition and helpful nature.
- Well-developed communication skills (phone, email, written correspondence).
- Use diplomacy, discretion and tact as required in a professional work environment.
- High level skills in Microsoft Office suite of applications.
- Capacity to successfully operate a multi-line phone system.
- Understanding of database maintenance and management of highly sensitive data.
- Organisational and time management skills including the ability to cope with high volumes of work, changing priorities and meeting critical deadlines.
- It is a prerequisite that this position holds an up-to-date Level 2 First Aid and CPR certificates.
- Able to work independently with minimal supervision.
- Able to use initiative to resolve problems in a constructive manner.

REPORTING RELATIONSHIPS

REPORTS TO: Deputy Principal – Students and Engagement

ASSOCIATED RELATIONSHIPS: Principal, Deputy Principals, Head of Learning (7 – 9) and Head of Learning (10-12), Head of Students (7 – 9) and Head of Students (10 – 12), Director of College Operations and other positions as appropriate.

POSITION CLASSIFICATION

Ongoing	START DATE	TBC	FULL TIME	8.00am to 4.06pm
This role is classified as a Education Support Employee, Category B with employment conditions as per the Catholic Education Multi-Enterprise Agreement 2022 (CEMEA) as amended.				
Must hold valid <i>Working with Children Check</i>				

Additional Information

John Paul College is committed to developing a culture to maintain the safety of each student in our care. The College regards its child protection responsibilities with the utmost importance and as such, is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintain a child safe culture. All staff employed at John Paul College are required to abide by our Child Safe Policies and commit to our Child Safe Code of Conduct. All Education Support Employees must hold a valid Employee Working with Children check.