

ADMINISTRATION OFFICER

POSITION DESCRIPTION



Reporting to:	Head of Section
Tenure:	Fixed Term
Status	Full time (6 weeks' paid annual leave, 1 week unpaid leave)
Salary:	General Staff Level 4
Prepared:	June 2026

Position Context

Hume Anglican Grammar is an independent, multi-campus, co-educational and Anglican Diocesan School offering education from Prep to Year 12 in the Northern growth corridor of Melbourne. The School aims to provide its students with an education that prepares them for the challenges of life, equips them to contribute to the community in an environment based on Christian values and at a cost affordable to as many families as possible. It is Hume's fundamental belief that young people who are genuinely happy will engage, aspire and thrive within our learning community. By establishing high standards in all that it does, every student is encouraged and supported to discover and fulfil their unique potential.

Hume Anglican Grammar has an open enrolment policy so educates children from many faiths and with a diverse range of backgrounds and abilities. It has a strong sense of inclusivity and a community-minded focus. Hume is a progressive school, not just in the development of buildings and grounds, but also in innovative thinking and advancements in its approach to teaching and learning. This is led by a group of dedicated and expert teachers who practise their craft with skill, and by building the strongest of relationships with students. It is not by chance that Hume has young people who readily display warmth, humour and respect for one another and their teachers.

After 3 years located elsewhere, in 2011 the School commenced in Mickleham the Prep to Year 12 Freier campus on 10 hectares. In 2019, it opened another Prep to Year 12 campus in Donnybrook on an 8-hectare site. Starting with junior Primary year-levels, this campus will ultimately have an enrolment of 1,596. At Donnybrook, the Primary school has reached capacity with 588 students (as with Freier Primary) and Secondary commencing in 2023, so this year has 611 Year 7 to 10 students. Each year as additional classes and year levels are added, it will progress to offer Year 12 in 2028.

In 2023, the School opened its third campus in Kalkallo, as a Primary and a feeder to the Freier and Donnybrook Secondary schools, it has followed a similar growth pattern to Donnybrook reaching capacity this year with 588 students.

In 2026, the school has 3,228 students and employs 352 staff - 236 teaching and 116 non-teaching. The student enrolment at each campus is at Freier 1,438, Donnybrook 1,202 and Kalkallo 588. Ultimately, by 2029, will have some 3,640 students (Freier 1,456, Donnybrook 1,596 and Kalkallo 588) with a corresponding cohort of teaching and general staff totalling over 400 across its three campuses. It is expected to be one of the largest non-government schools in the State.

Recently, the School announced its acquisition of a 10-hectare parcel of land in Wollert for its fourth campus planned to open in 2033. This will comprise two Primary schools and a Secondary school and when it reaches its capacity, will enrol over 2,500 students. In all, Hume Anglican Grammar will ultimately educate over 6,000 students, with plans for further expansion.

Variation to the Role

Due to circumstances surrounding a particular appointment, there may be variations to the role as described at the top of this page. If so, it will be detailed below.

There are no Variations.

Purpose of the Position

The Administration Officer plays a pivotal role in the organisation of the Administration office.

Upholding the highest standards of customer service, the Administration Officer displays a high level of integrity and trust. They represent the School with self-confidence and sensitivity, and embody dignity and formality. They act as consummate ambassadors when dealing with visitors and members of the school community, and are outstanding hosts. They promote a culture of mutual respect and encouragement, and work with others in a professional, ethical and co-operative manner.

The Administration Officer supports and models the School's values and Christian ethos when dealing with all stakeholders. They serve as exemplary representatives of the School and promote its policies and exemplify its standards.

The Administration Officer is recognised as very organised and self-disciplined. They have high standards and strive to improve their own practice and to make efficiencies in the school setting. The Administration Officer reports to the Head of Section, is a part of the Administration Staff and works collaboratively in a team environment to support and enrich their collective responsibilities. As a member of the General Staff, the Administration Officer ultimately reports to the Business Manager.

Nature of the Position

Regardless of which campus the Administration Officer commences, in the future they may be required to perform part or all of the work at other locations. All paid and unpaid leave must be taken during non-term weeks. Hours of work are from 8:00am to 4:06pm including a 30 minute meal break.

Responsibilities and Duties

Subject to the discretion of the Principal, the Administration Officer will undertake responsibilities pertaining to a variety of administration duties within the campus and provide general assistance to staff.

Roles and responsibilities will include:

Administrative duties

- Appropriately respond to all enrolment enquiries, recording details and providing assistance and support to the Admissions Manager and operating as a member of the Enrolments team, including assisting with enrolment interviews.
 - Responsible for campus purchases, raising purchase requisitions and working in collaboration with the Accounts Payable Officer.
 - Manage the Variation to Routine applications for the section, including updating the relevant people, organising additional details if necessary and confirming details with external parties involved.
 - Manage the section school lunch orders, liaising with the lunch order providers and ensuring orders are distributed to classes.
 - Manage the section school communications, including all broadcasts.
 - Provide assistance and support at school Discovery Tours, Open Days and other events as required.
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- Manage placements where needed to schedule interviews, ensure completion of appropriate documents and introduce to assigned classes.
- Maintain register of Working with Children Checks for visitors and parent helpers.
- Maintain school attendance records, contacting parents if required.
- Organise couriers and taxis as required.
- Coordinate and sort internal and external mail.
- Assist the Accounts Receivable Officer with taking fee payments over the phone or in person.
- Proactively provide assistance and support to other members of the administration team.
- Answer and action all received telephone calls promptly.
- Assist the Daily Organiser in the distribution of teaching resources, greeting Casual Relief Teachers and tasks requiring a person on the ground.
- Manage major section events that happen throughout the year such as Presentation Day and Year 6 Graduation.

Duties relating to the Front Desk:

- Assist the Receptionist when required, including answering phone calls during peak periods and when covering a 30 minute lunch break each day.
- Greet and assist visitors at reception when required.
- Check and accept all deliveries to reception.
- Maintain logbook of fobs/keys distributed.
- Receive, send and distribute emails as required.

Supporting Head of Section

- Promoting the effective and efficient management and administration of Hume Anglican Grammar by providing administrative support to the Head of Section as required.
- Carrying out other duties as directed by the Head of Section.

General

- Contribute to the development and maintenance of the school's administrative systems and procedures to ensure efficiency and effectiveness.
- Apply the school's Privacy Policy and Australian Privacy Principles and ensure measures are employed to maintain the strictest level of confidentiality.
- Promote the effective and efficient management and administration of Hume Anglican Grammar by providing administrative support where needed.
- Carry out other duties as directed by the Principal.

Qualifications, Skills and Experience:

Essential

- Highly proficient computer skills in Office 365 including Outlook, Word and Excel.
- Current Working with Children Check.
- Data entry experience, preferably working with a database.
- Strong capability working in a team environment.

Desirable

- Certification in Office Administration or equivalent.
- Experience working within a school environment.
- Excellent organisational skills, planning and problem-solving capabilities.
- Knowledge of Synergetic and Sentral School Management Systems.
- Experience in a customer service role.

Personal Qualities

Essential

- Demonstrated passion and commitment to the vision and values of Hume Anglican Grammar.
- Excellent written and verbal communication and interpersonal skills to build and maintain strong relationships with staff, students, parents and the community.
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines.
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- Friendly, warm and caring demeanour.
- Outstanding attention to detail, and a personal sense of initiative, enthusiasm and high energy.
- Highly motivated with a passion for customer service, including an empathetic phone manner and professional personal presentation.
- Ability to work autonomously and as part of a group as a supportive and collaborative team member.
- Ability to cultivate trust, credibility, honesty and reliability.
- Good organisational skills, planning, analytical and high-order thinking capabilities.
- Ability to receive and respond to constructive feedback.

Desirable

- Demonstrated interest in ongoing personal professional development.

Additional Information

Confidentiality

The Administration Officer is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual staff member, parent and student is respected and maintained at all times.

Key Selection Criteria

1. Experience working in an administration role in a school or similar setting.
2. Outstanding time management and organisational skills, including the ability to plan and show initiative.
3. High level communication skills (both written and verbal) and the ability to provide excellent customer service to build rapport with staff, visitors, parents and students.

This Position Description may be altered from time to time to meet the operational needs of the School.