

Job Description: Student Services Officer (Lutheran School Officer, Admin)

Role Description

Good Shepherd Lutheran College inspires and equips students to flourish as compassionate, highly capable people who enrich the lives of others, guided by Christian values. This role is situated on our Howard Springs Middle and Senior Campus. Our pastoral, curricular and extracurricular programs in line with the College Vision, Purpose Statement and Values underpinning the delivery of a Christian based education to learners in the College community.

Our Student Services Officers provide a critical point of contact for our students, their families and the management of information associated with enrolment, attendance and timetabling. Our Student Services Officers provide front of house contact to students, including in the provision of first aid, clarifications of where to be at any time, and provide core communications between families and their students whilst at school. These roles demand high level communication skills and are critical for the governance of administrative records and notes and at times may be called upon to support other administrative functions, such as our Reception. They are also required to manage financial transactions, banking and maintain all relevant training for the purposes of remaining current in employment.

Your duties and responsibilities:

1. Front facing (physical and online) support and provision of information to students and their families.
2. Attendance management and recording and triaging of student concerns or communications to Middle and Senior School Leaders.
3. Administer first aid and authorised medication handling
4. Oversight and management of lost property.
5. Contribute to logistics and operational requirements that involve student coordination, movement or travel (e.g. Inter-Campus bus routes, excursions, camps, events, photos)
6. Facilitate financial interactions, receipts and maintain records as required, such as the sale of bus passes or fees.
7. Receipt and management of student information, records and licenses, etc. that enable student participation.
8. Ensure strict hygiene practices and cleanliness in Student Services area, inclusive of first aid area, benches, etc.

What you must bring to the role:

1. Effective communication skills with the ability to moderate tone, expression and content for different audiences.
2. Strong interpersonal skills and the ability to maintain strong professional boundaries in interactions.
3. A steady and stable disposition which presents calm and order when under pressure or challenged by another person's behaviour or tone.
4. Attention to detail in record keeping and information management and a commitment to confidentiality and privacy.
5. Demonstrated organisational skills and methodical ways of working.
6. Ability to be flexible, adaptive and manage multiple and competing tasks.
7. First aid qualification and experience in application.
8. Technological and systems literacy and the ability to navigate and analyse information.

Desirable

1. Experience in the use of Information Record systems or Learning Management Systems
2. Training that is relevant for working with young people.
3. Willingness, grace and curiosity to participate in the spiritual life of the College.

Further information

Position requires working with children clearance notice and criminal history checks. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history. This role has inherent requirements attached, including mental acuity and stability, adequate strength, mobility, vision and hearing to perform duties and to ensure all interactions with children and young people are safe, respectful and professional at all times.

Job title	Student Services Officer (LSO, Admin)	Designation	Howard Springs, Middle and Senior School
Job type	Fulltime, Permanent, maybe negotiated as Term Time + 2 position	Terms	Ongoing
Salary	Lutheran School Officer Administration Stream – (Grade 3) \$76,168 - \$80,254		
Contact person	Reports to Manager of Professional and Corporate Services		
Email	employment@gslc.nt.edu.au		