

Position Details

Position	Student Services & Administration Officer
Award	Educational Services (Schools) General Staff Award 2020
Agreement	Trinity Grammar School, Kew – Enterprise Agreement 2023
Award Classification	School Administration Services
Salary Level	Level 3
Term time only	Yes
Position reports to	Office Services Manager

Position Summary

The Student Services Officer is responsible for providing administrative and customer services support across a variety of student services functions in the Senior School. The position's primary responsibilities include customer service to students/staff, administering student attendance/absence system and administrative support for the school. This is a Term Time position, noting some additional days required at the start and end of the school year.

Educational Support Staff Commitment

All members of the Educational Support Staff (ESS) team are expected to support each other in achieving operational and strategic goals and work towards the continuous improvement of the school's systems and programs. ESS must be willing to assist and support other members within the team in accordance with the School's expectations of collegiality and teamwork. The Director of Business or their delegate may assign reasonable duties in addition to the duties and responsibilities in this position description.

All ESS staff are employed in accordance with and under the Educational Services (Schools) General Staff Award 2020 and the Trinity Grammar School Kew Enterprise Agreement 2023 or the Award and Agreement that supersedes them.

Responsibilities and Duties

To provide exceptional customer related services

- Undertake daily Student Services operations, including customer service, management of late arrivals and early departures, administrative support for confiscated student phones, liaison with students, staff and parents, issuing temporary locker and student cards, processing uniform passes, Flexischool enquiries and other student related items.
- Assist with the duties of both Reception areas as required, contributing to the efficient operation of administrative, student-facing, and front-of-house services.
- Responsible for the co-ordination of Student Lost Property in a way that minimises loss and stock holdings.

To provide administrative support to relevant stakeholders

- Support Deputy Head of Senior School with day-to-day support, including administrative support for detentions, confiscated smart devices, uniform breaches and other administrative duties.
- Administrative support for Student Support Meetings, bookings, agenda, communications, minute taking, pastoral alerts and agreed actions/outcomes are co-ordinated in a timely and sound manner.
- Heads of Year are administratively supported to ensure student related communications, parent teacher meetings, events and wellbeing management are coordinated successfully.
- Support Head of Year with any pastoral related absences.
- Provide additional support to Head of Senior School as required.

Provision of administrative support to School Operations and Student Services.

- Supervise the Reset Room and communicate to relevant stakeholders to best support students' wellbeing.
- Responsible for the student attendance and absence system (including late arrival / early departure), ensuring it is administered daily in a systematic, accurate and efficient manner.
- Responsible for overseeing consent forms and medical information at the beginning of each year, including camps and following up with families for approvals before each event.
- Provision of administrative support to the Director of Outdoor Education to ensure all Senior School camps, the outdoor education program and other year levels activities run safely and successfully.
- Assist with Co-curricular data ensuring it is accurately documented, when required.
- Support of the Administration and Business Services function of the School as necessary, including but not limited to relief cover, accurately recording student data in accordance with legislative requirements and other reasonable administrative duties as directed.
- Administrative support for various events such as student immunisations and exchange students.
- Administrative support for the Year 7 Induction Service

Connectedness and Collaboration

- Student services and reception team members
- Daily Operations Manager
- Director of Business and EA to the Director of Business/Office Services Manager

- Head of Senior School
- Deputy Head of Senior School
- Heads of Year
- Psychological Services Team

Knowledge and Skills

- High level oral and written communication and interpersonal skills
- Ability to communicate patiently and calmly with students across all ages
- Excellent customer service and stakeholder engagement
- Ability to manage competing tasks and use judgement to prioritise workload
- Can work autonomously and with limited supervision
- Proactive working style with a problem-solving mindset
- Process and respond to information to facilitate communication flow
- Good accuracy in editing and formatting documents
- Ability to follow up requests from colleagues respectfully and efficiently
- Establish own work schedule to achieve deliverables within working hours
- Excellent data integrity and digital literacy
- Ability to think strategically and anticipate business needs
- Timely and efficient responses to internal and external enquires
- Personable, courteous, respectful, discreet, professional and engaging work style
- Respectful to peers and ability to call out unfavourable behaviours that may impact workplace culture

Personal Qualities

- Ability to build and maintain meaningful relationships with colleagues and the wider school community
- Patient and understanding with a caring and compassionate approach
- Genuine embodiment of the School's values through conduct, performance, and collegiality
- Highly organised and capable of balancing competing tasks, adapting to changing priorities, and delivering outcomes in a timely manner
- Approachable, emotionally intelligent with a positive mindset
- A reliable and dependable person with professional integrity
- A strong capacity for patience and empathy in fostering a culture of care, innovation and high performance

Selection Criteria

- Experience in an administrative support role in organisations with strong service reputations and continuous improvement cultures
- Excellent IT skills including proficient use of the Microsoft office suite applications and database systems
- Experience in stakeholder engagement
- Experience working with multiple data sources and databases
- Working as part of a diverse team and working autonomously with limited supervision

- Excellent interpersonal skills that are evident through effective communication across the School and building and maintaining constructive working relationships
- Adaptable and flexible work ethic with a good understanding of the evolving nature of schools
- Ability to champion and embody the School's values through conduct, performance and collegiality
- A reliable and dependable person who demonstrates professional integrity at all times

Our Values

- Truth – seeking understanding
- Courage – being our best selves
- Community – connecting and learning together
- Service – putting others first

Policies and Procedures

All employees of Trinity Grammar School are expected and required to understand and adhere to all school policies and procedures. It is a condition of employment that all employees attend and participate in all training provided to them regarding policies and procedures in accordance with legislative requirements. A breach of school policy may result in disciplinary action.

Child Safety

Trinity Grammar is a school where the dignity of each person is recognised, respected, and fostered. The School has zero tolerance for child abuse and will treat very seriously all allegations and concerns. In line with its commitment to child safety, the School has put in place policies and procedures to uphold the Victorian Child Safe Standards. These standards aim to promote child safety, prevent child abuse, and set up processes to properly respond to allegations of child abuse.

All Staff at Trinity Grammar School are required to:

- Have current VIT registration or a current employee Working with Children Check;
- complete all mandatory reporting training and education about child safety;
- adhere to the School's Child Protection Policies, Staff Code of Conduct and associated policies and procedures;
- report suspected cases of child abuse in accordance with the School's policies

Occupational Health and Safety

All employees must:

- take reasonable care for their own psychological and physical health and safety;
- take reasonable care not to adversely affect the health and safety of other persons;
- comply with reasonable health and safety instructions, as far as they are reasonably able, and
- cooperate with reasonable health and safety policies or procedures.



Student Services & Administration Officer Position Description

Approval

Developed by	Office of People & Culture
Approved by	Principal or delegate
Approval date	August 2026
Next review date	August 2028

This position description summarises the duties and responsibilities associated with the position and classification level. It is not an exhaustive list of duties, and this position description may be reviewed by the Principal or their delegate in response to the school's operational and strategic requirements and the development of skills and knowledge for this position.