



KING'S COLLEGE

Christian Education Kindergarten to Year 12

Position Description

Position: Administration Assistant

Position Status: Full-time

Classification: Education Schools General Staff Level 4.2

Reports to: Head of Administration / Business Manager

King's College

King's College is an ELC to Year 12 Christian independent school located in the coastal city of Warrnambool in south-west Victoria. The College is a member of Independent Schools Victoria and Christian Schools Australia. The College was founded in 1986 by the Presbyterian Church and seeks to appoint staff who are passionate about education, with the highest professional skills who actively support the Christian teachings and values of the school. This will be visibly demonstrated through an active Christian faith demonstrated through a Biblical worldview that demonstrates the College values of faith, excellence, integrity, respect, perseverance, and humility. All staff must also be committed to a culture that supports and embraces Child Safe Standards.

The College values are:

Faith | Excellence | Integrity | Respect | Perseverance | Humility

All staff are expected to contribute to a culture that prioritises student wellbeing, safety and inclusion and supports and embraces the Child Safe Standards.

Position Overview

The Administration Assistant – Level 4.2 provides high-quality, professional and responsive administrative support across the College.

The position requires a high level of administrative competence, initiative, judgement and organisational ability. The successful applicant will be expected to work with a significant degree of autonomy, manage

competing priorities, maintain accurate and confidential records, communicate professionally with a wide range of stakeholders and contribute to the efficient and effective operation of the College.

The role will involve responsibility for a range of administrative processes and systems and may support multiple areas of College operations. The position requires the ability to identify issues, resolve routine problems, exercise sound judgement and escalate matters appropriately.

Administration Assistants provide administrative support to the College by answering phone calls, handling enquiries from parents and staff and providing support to the General Office. All applicants should respond to the Selection Criteria. The College reserves the right to interview candidates and hire according to skill level prior to the closing date.

Key Responsibilities

1. Administration and Office Operations

- Provide high-level administrative support to designated areas of the College.
- Coordinate and manage a range of administrative processes with accuracy, efficiency and attention to detail.
- Maintain electronic and physical records in accordance with College procedures and privacy requirements.
- Prepare correspondence, reports, documentation, presentations, schedules, agendas, forms and other administrative materials.
- Manage administrative workflows, deadlines and follow-up actions with minimal supervision.
- Monitor incoming requests and determine appropriate priorities and actions.
- Maintain administrative databases, spreadsheets and information systems and ensure data is accurate and current.
- Identify opportunities to improve administrative processes, systems and efficiencies.
- Provide support for meetings, events, appointments and College activities, including preparation of documentation and follow-up actions.
- Assist with the coordination and implementation of administrative projects and initiatives.
- Undertake research and information gathering as required and present information in a clear and professional format.
- Provide administrative support to College leaders and staff as required.

2. Reception and Customer Service

- Provide professional and welcoming front-of-house and telephone services as required.
- Respond to enquiries from parents, students, staff, prospective families, contractors and members of the wider community.
- Exercise sound judgement when determining whether enquiries can be resolved directly or should be referred to an appropriate staff member.

- Manage sensitive or challenging enquiries professionally and escalate matters where appropriate.
- Maintain a high standard of customer service that reflects the values and reputation of King's College.
- Receive and assist visitors to the College and ensure appropriate visitor procedures are followed.
- Provide accurate information to families and stakeholders within the scope of the position and College procedures.

3. Student Administration and Records

- Maintain accurate and confidential student records and administrative information.
- Process student attendance and other student administration requirements as directed.
- Support student enrolment, withdrawal, transfer and related administrative processes as required.
- Assist with the maintenance of student information within College information management systems.
- Ensure documentation relating to students is appropriately recorded, stored and accessible to authorised staff.
- Support the administration of student wellbeing, medical and other relevant records within the scope of the role.
- Exercise appropriate judgement when dealing with sensitive student and family information.

4. Communication and Stakeholder Relationships

- Communicate effectively and professionally with students, parents, staff, leadership, external providers and other stakeholders.
- Draft and prepare professional written correspondence and communications.
- Ensure communication is accurate, timely, appropriate and consistent with College expectations.
- Establish and maintain positive working relationships across all areas of the College.
- Contribute to a professional, collaborative and solution-focused administration team.
- Handle confidential, sensitive or potentially contentious matters with discretion and professionalism.

5. Systems and Technology

- Demonstrate a high level of competence in Microsoft 365 applications, including Outlook, Word, Excel, Teams and other relevant platforms.
- The College uses Compass for our student management database; it would be an advantage to be proficient in this system
- Maintain accurate data entry and records across relevant College systems.
- Develop competence in new systems and technology as required.

- Identify and report system issues and assist with the implementation of improved administrative processes.
- Use technology to improve efficiency, communication and service delivery.

6. Compliance, Confidentiality and Risk

- Maintain strict confidentiality in relation to students, families, staff, College operations and other sensitive information.
- Comply with College policies, procedures and relevant legislative and regulatory requirements.
- Maintain appropriate records and documentation to support compliance requirements.
- Understand and comply with privacy, information management, Child Safe and workplace health and safety requirements.
- Identify and appropriately escalate risks, concerns or issues that fall outside the scope of the position.
- Exercise sound judgement when handling confidential and sensitive matters.

7. College Community and Christian Ethos

- Actively support the Christian mission, values and ethos of King's College.
- Demonstrate conduct consistent with the College's values and Code of Conduct.
- Contribute positively to the culture and community of the College.
- Participate in College events, activities and programs as required.
- Foster positive relationships with students, families, staff and the broader College community.
- Model professionalism, respect, integrity and care in all interactions.
- Support the College's commitment to student wellbeing and Child Safe Standards.

Key Capabilities

The successful applicant will demonstrate:

- High-level administrative and organisational capability.
- The ability to work independently and exercise initiative and sound judgement.
- Strong attention to detail and a commitment to accuracy.
- The ability to manage competing priorities, deadlines and interruptions.
- Strong written and verbal communication skills.
- Excellent interpersonal and customer service skills.
- High-level computer literacy and confidence learning new systems.
- The ability to maintain confidentiality and appropriately manage sensitive information.
- Strong problem-solving and decision-making skills.
- A proactive, flexible and solutions-focused approach.

- The ability to work collaboratively as part of a professional administration team.
- The capacity to remain calm, professional and effective under pressure.
- A commitment to continuous improvement and professional development.

Qualifications and Experience

The successful applicant will ideally possess:

- Relevant qualifications in business administration, education administration or a related field, or equivalent relevant experience.
- Demonstrated experience in a professional administrative environment.
- Experience working within a school or education environment will be highly regarded.
- High-level proficiency in Microsoft 365 applications.
- Experience working with databases, student management systems or other administrative information systems.
- Experience handling confidential and sensitive information.
- Current Working with Children Check and satisfactory completion of all required employment screening processes.

Other Duties

The duties listed above are indicative and may be varied from time to time to meet the operational requirements of the College.

The successful applicant may be required to undertake other duties consistent with the classification, skills and responsibilities of the position as reasonably directed by the Principal, Head of Administration or Business Manager.

The College reserves the right to amend this Position Description following appropriate consultation to reflect changes in organisational requirements, systems, legislation or College operations.