

Position Description

1. GENERAL INFORMATION

1.1 Position Information

Position Title:	Administration Officer – Student Reception
Position ID:	
Classification:	Level 4
Status	Continuing
Employment Type	Full-time Term-time
Team/Department	Administration
Reports To:	Business Manager

1.2 Employment Information

Employer	St Ursula's College Limited
School:	St Ursula's College
Location:	Yeppoon
Agreement:	Catholic Employers Single Enterprise Collective Agreement Religious Institute Schools Queensland 2023 – 2026.

1.3 Organisational Chart

An organisational chart relevant to this position is outlined as **Attachment 1**.

2 PURPOSE

As part of the Administration Team, the Student Receptionist supports the Business Manager by delivering a friendly, efficient, confidential and professional customer service to students and visitors.

3 QUALIFICATIONS/REQUIREMENTS OF THE ROLE

Requirements of the Role

To fulfil the role, a person must hold and maintain a current

- Queensland Working with Children Clearance (Blue Card)
- Current First Aid and CPR Certificate

The Student Receptionist must demonstrate their ability to work with students, staff and parents/guardians in a team environment and have;

- excellent people skills
- the ability to communicate clearly and calmly under pressure
- computer skills in MS Office Suite
- previous work experience in an education setting (desirable).

Qualifications of the Role

Nil

4 FACTORS OF THE ROLE

Knowledge Application

- Knowledge of a range of work practices and procedures with an element of complexity and the operation of associated equipment, tools and materials.
- Basic knowledge of theoretical or practical tasks that are applied to one function or area of activity.
- An understanding of relevant statutory, regulatory and policy frameworks.

Accountability

- Accountable for planning own work goals and priorities that align with and achieve own and team/group outcomes.
- Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues on activities.
- Accountable for the achievement of own results which contribute to team/group goals.

Scope and Complexity

- Work is moderately complex to complex in nature and relates to a range of activities.
- What needs to be done involves using available information however options are not always evident.
- Interpretation, analysis and some judgements are required to select an appropriate course of action.

Guidance

- Works under limited supervision to progress a series of activities within recognised guidelines.
- There is a clear statement of overall objectives and in consultation with supervisor decides on tasks and activities to be undertaken and required deadlines.

- Work follows well defined and detailed policies, technical or professional guidelines and accepted practice to achieve specific outcomes. There is some discretion to vary or tailor these.
- Some judgement is required to resolve workplace issues with supervision provided for complex or difficult issues.

Decision Making

- Decisions concern a variety of matters, affect own work area and may affect another work area.
- Decisions require evaluative judgement and may involve tailoring work methods, interpreting and adapting existing procedures and practices to achieve results.
- Information and advice are provided, possibly suggesting a course of action, which is taken into consideration by other decision makers.
- The position may have significant impact in regard to work area objectives and activities and may impact on other work areas in the short to medium term.

Problem Solving

- Work predominately involves a wider variety of still similar, well defined tasks which may require researching and organising information and choosing from a limited range of solutions.
- Creativity and innovation are essential to the position and need to be regularly exercised within general guidelines.
- Unfamiliar issues and situations require personal action for example, in developing new or improved work methods or tackling situations in new ways.

Contacts and Relationships

- Communicate with and provide advice and recommendations to a wide variety of customers and external stakeholders/others.
- Liaise with stakeholders/others on moderately complex to complex policy, project or operational issues responding to stakeholders'/others needs and expectations.
- Interpret and explain policies and procedures providing advice and assistance.
- Represent the work area at meetings.

Negotiation and Cooperation

- Contact with stakeholders/others is in terms of comprehensive advice, support and resolution of issues.
- A level of tact, discretion or persuasion is necessary.

Management Responsibility/Resource Accountability

- Some limited supervisory responsibility or coordination of others' work.
- Assists in the training of new or less experienced colleagues.
- Provides advice and guidance on procedural matters.
- Responsible for organising task allocation and checking quality of work.
- Some direct responsibility for resources. Provides a direct service in the administration of resources which may include verifying and reconciling payments and invoices in accordance with established guidelines and procedures

5 TYPICAL DUTIES

The typical duties of the role may include:

Student Services

- attend professionally to emails received to the *Student Reception* inbox, ensuring that protocols are followed in relation to the management of such emails
- maintaining accurate master files for student/parent data on TASS;
- maintaining student files and undertake necessary filing for paper based student files
- provide customer service by greeting visitors and assist students, staff members and the College community with their counter and telephone enquiries
- deliver phone messages or transferring calls when appropriate to relevant personnel
- monitor student lost property, pro-actively ensuring the return of property to rightful owners and dispose accordingly if items not collected by the end of each Term.
- liaise with external transport providers (ie Keppel Coaches) to ensure the transport service operates in the best interest of the College. Raise serious matters relating to the operation of the service, with the Business Manager.
- maintain accurate records of items loaned to students (hats, mobile phone permission cards, canteen vouchers) and ensure these are returned in a timely manner
- ensure the entry point into Student Reception area is safe, clear of any litter, the phones are on, and that the front door is unlocked within the appointed hours of operation of the College
- ensure the ongoing tidy and professional appearance of Student Reception and associated areas
- appropriately manage any incoming risk (person, phone call or otherwise) and notify the CLT in a timely manner

Student Attendance

- maintaining Student Attendance Rolls by;
 - receiving, sorting and processing student attendance/absence information and records, processing in TASS
 - publishing daily absentee lists,
 - sending SMS messages to parents or contacting parents to follow up absences within given procedures
 - locating students missing from class in the first instance
- receiving, sorting and processing students' attendance/absence information and records, processing in TASS and publishing daily absentee lists.
- contacting parents to follow up absences within given procedures
- process student extended leave request forms and advise staff of upcoming approved absences
- supply attendance data to the College Leadership Team and Middle Leaders as requested

General Administration

- maintaining and updating the Fire Evacuation Folders for House Groups
- fulfill the responsibilities as outlined in the Emergency Evacuation procedures
- maintain a register of locks and lockers issued to students
- ensure all Visitors sign in and sign out in accordance with College procedures. Issue a "quickpin" for staff and regular visitors as requested.
- being responsible for general management of own document retention (archiving) and undertaking archiving of other documentation at the direction of the Business Manager
- reporting observed repair and maintenance requirements for office equipment
- processing payments via EFTPOS in accordance with College procedures
- make announcements over the College PA system as authorised by a member of the College Leadership Team

- collating information as required by the Business Manager for the Data Collection processes including;
 - Student Residential & Other Information
 - ACARA Student Background
 - State Government Census
 - Commonwealth Census
 - other data collections.
- completion and checking of the *Living Away from Home* forms and *Assistance for Isolated Children* forms
- undertake regular stocktakes of stationery and ensure that stock levels are always adequate based on previous usage
- prepare Stationary orders for review and approval by the Business Manager
- receiving deliveries, notifying relevant staff and if necessary, arranging timely distribution of delivered goods to various areas of the College

Other Duties

- comply with legislation and College policies, processes, and instructions
- undertake and comply with mandatory training and regulatory requirements as determined by the College
- actively participate in all school events and activities of the College as required
- participate in performance reviews and assessments as required
- take reasonable care of your own health and safety, and that of others, follow any reasonable instruction given by the College, and report any concern(s) which may give rise to danger, and/or any injury which may occur in the workplace

General Terms of Appointment

- Be supportive of the Catholic ethos of the school.
- Support the Strategic Plan and the School Improvement Plan.
- Take full responsibility for compliance with the Staff Code of Conduct.
- Take full responsibility for compliance with all school policies and procedures
- Be supportive of the religious, social, cultural and sporting programs of the College

Child Safeguarding Responsibilities

- STU is a child safe and child-centred organisation, committed to the protection of children, young people and enrolled adults (students).
- It is our commitment to ensure that every student is kept safe and free from all forms of harm and abuse.
- STU is committed to ensuring the safety, wellbeing and dignity of all students. Our physical and cultural environment promotes inclusion, participation and empowerment.
- You are required, as a condition of employment at STU, to comply with our Safeguarding Program, including our Safeguarding policies and procedures, the STU Staff Code of Conduct, your legal obligations with respect to the reporting of child safety incidents or concerns, and in maintaining a valid and current Working with Children Card.

Given the dynamic environment in which the College operates, the Principal may alter the roles and responsibilities of this position at her discretion, to most effectively, serve the needs of the College.

I have read and understood the description and requirements of this role.

Name and Signature

Date

Organisational Chart

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