

# ADMINISTRATION OFFICER

## POSITION DESCRIPTION



<b>Title:</b>	<b>Administration Officer</b>
<b>Reporting to:</b>	<b>Business Manager</b>
<b>Status:</b>	<b>Ongoing</b>
<b>Employment:</b>	<b>Part time: 5 days per fortnight, 8:00am – 4:06pm</b>
<b>Salary:</b>	<b>General Staff Level 4</b>
<b>Date Prepared:</b>	<b>May 2022</b>

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## Position Context

**Hume Anglican Grammar** is a multi-campus co-educational Anglican Diocesan School offering education from Prep to Year 12 in the Northern growth corridor of Melbourne. We aim to provide our 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.

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.

Since 2011, the School has occupied the Mt Ridley P-12 campus of 10 hectares, this site will ultimately have some 1,400 students. In 2019, it opened a 8-hectare second campus in Donnybrook. Commencing with junior primary, each year additional classes and year levels are added so the campus will ultimately have an enrolment of 1,300 from Prep to Year 12. This year, the school has 1,965 students and employs some 200 staff - 150 teaching and 50 non-teaching.

In 2023, the School will open its third campus in Kalkallo, as a Primary (P-6) school and as feeder to the Mt Ridley and Donnybrook Secondary schools, it will follow a similar growth pattern to Donnybrook with eventually some 600 students. In 2022, the first classes for the new campus have commenced and are being accommodated at the Donnybrook campus, to then move to the new site in 2023. Currently, the student enrolment at each campus is: Mt Ridley 1,345, Donnybrook 500 & Kalkallo 120.

The school is on a growth trajectory and in 2023 is expected to increase to 2,265 students and ultimately have some 3,300 students (Mt Ridley 1,400, Donnybrook 1,300 and Kalkallo 600) with a corresponding cohort of teaching and general staff on its three campuses with plans for further expansion.

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## Purpose of the Position

The Administration Officer plays a pivotal role in the organisation of the Administration office and also holds a number of responsibilities in order to provide general support across the Administration team.

The role is responsible for the end-to-end management of the school's private bus service, including, but not limited, to the monitoring of daily bus routes, addressing parent and student queries, route planning and acting as a liaison between the School and its bus provider. The role is also responsible for ad hoc bus bookings for extracurricular and co-curricular activities.

The Administration Officer is purposely co-located on the Main reception desk to provide reception cover during breaks as well as support during busy periods, such as the first day of Term, fee due date. This role has the significant responsibility for providing high quality and professional customer service as well as exceptional administrative support across the general Administration team.

The Administration Officer upholds a high level of integrity and trust. They will promote a culture of mutual respect, 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 good ambassadors of the School and promote its policies and exemplify its standards.

The Administration Officer is a part of the General Staff and works proactively and collaboratively in a team environment to support and enrich their collective responsibilities. The role of the Administration Officer is a job share position (part time) and therefore is required to be flexible and provide relief support during periods of leave.

The Administration Officer works in collaboration with the School Receptionists as well as the rest of the Administration staff and reports to the office of the Business Manager through the EA to the Business Manager.

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## Nature of the Position

The Administration Officer position is a part-time ongoing role. The hours of work are from 8:00am to 4:06pm including a 30-minute meal break.

Upon commencement, this position will be based at the Mt Ridley Campus. Please note that the role may require work to be performed in other campuses to provide reception cover during periods of absence. In the future this role may be required to be performed at other locations.

This position is entitled to 5 weeks annual leave and 2 weeks unpaid leave pro rata. All paid and unpaid leave must generally be taken during non-term weeks.

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## Responsibilities and Duties

Bus responsibilities include but are not limited to:

- End-to-end management of the school's private bus service:
- Maintenance of the School's bus management system, Rollcall
- Monitoring of daily bus routes including following up to understand exceptions i.e. wrong stops, route deviations, delays, travel without pass etc
- Processing new bus enrolments and allocating new students in Rollcall
- Addressing parent and student queries
- Assist the Business Manager with route planning and changes to existing routes as required
- Providing analysis and ongoing review of bus routes, bus utilisation, applications and interest to make recommendations to Management on changes to improve the service.
- Acting as a liaison between the School and its bus provider, including being present at the School bus stop each morning and afternoon at designated times for the arrival and departure of buses
- Liaising with the Finance team as required in relation to billing and account queries
- Ad hoc bus bookings for extra-curricular and co-curricular activities.

General administrative duties including:

- Responsibility for the administration file management systems, including preparation of new files (both hardcopy and electronic), checking for completeness and filing
- Maintenance of the archive register and carrying out of all archiving as required
- Organising couriers and taxis as required
- Assisting the administration team with mail outs
- Managing the School mobile phone bookings
- Supporting the Executive Assistants as required
- Operating within the Administration team proactively providing general assistance and support.

Reception cover duties as required:

To provide reception cover during breaks as well as support during busy periods:

- Manage the Front Desk and switchboard of the School:
- Answering and actioning all telephone calls promptly
- Greeting and assisting all visitors to reception
- Actively monitoring the visitor sign-in and sign out process to help ensure compliance with Child Safe Standards
- Maintaining the Sine-Pro, visitor registration system
- Providing assistance and support where required to the Admissions and Finance Managers, and operate in support of the Enrolments and Finance teams, through the fielding of queries on reception and general assistance
- Appropriately respond to enrolment and other general enquiries
- Setup of staff room (i.e. tea and coffee facilities, etc.) upon arrival and before recess and lunch
- Setup of staff utility room (i.e. photocopier paper, etc.) upon arrival
- Check and accept all deliveries to reception
- Receiving, sending and distributing emails as required
- Maintain the Reception area in a clean and tidy manner and in accordance with OH&S Policy and Procedures
- Providing cover for other reception areas within the school from time to time as required.

Enrolments and Student Services assistance including:

- Assisting and supporting the Enrolments team at school Discovery Tours, Open Day and leading up to the Scholarship testing period.

### **General**

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

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## **Qualifications, Skills and Experience**

### **Essential**

- Demonstrated experience working in a busy School or similar environment.
- Strong capability working in a team environment
- Highly proficient computer skills in the MS Office Outlook, Word and Excel.
- Data entry experience, preferably working with a database
- A current Working with Children check.

### **Desirable**

- Experience working with buses or other transport providers
- Experience working in a role which has operated via a similar role structure (i.e. job share, handovers, etc).
- Certificate in Business Administration or equivalent.
- Knowledge of the Synergetic School Management System.
- Knowledge of the Rollcall Bus administration system.
- Experience working within a School environment.

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## Personal Qualities

### Essential

- Demonstrates a passion and commitment to the vision and values of Hume Anglican Grammar
- Excellent problem solving and analytical skills, solutions orientated with the ability to think 'outside the box'
- Highly motivated with a passion for customer service, including an empathetic phone manner and professional personal presentation
- Reliability and flexibility to ensure that job share work arrangements such as providing relief cover during periods of leave operate effectively in the workplace
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality
- Cultivates trust, credibility, and honesty
- Excellent written and verbal communication and interpersonal skills to build and maintain strong relationships with staff, students, parents, and the community
- Good organisational skills, planning, and higher order thinking capabilities
- Exercise ownership and concern for quality of own work reflected in accuracy and outstanding attention to detail
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines
- A resourceful team member who is able to operate in a collaborative and inclusive manner.

### Desirable

- Demonstrated interest in ongoing personal professional development.

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## 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.

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## Key Selection Criteria

1. Demonstrated experience in a school or similar busy setting.
2. High level communication skills (both written and verbal) and the ability to provide outstanding customer service to build rapport with parents, visitors, students and staff.
3. Excellent problem solving and analytical skills, solutions orientated with the ability to think 'outside the box'.

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