



Administration Officer – Student & Operations Support

Position Information Document

Position Title	Administration Officer - Student & Operations Support
ESO Grade	4
ESO Stream	Administration
Employment Type	Permanent
Line Manager	Director of Business
Direct Report	Facilities and Operations Manager
Key Working Relationships	Health Care Centre Nurses Risk and Compliance Manager Administration Officer – Student Wellbeing Receptionist (Senior School) Academic and ESO Staff

Rostrevor College is a Catholic College owned and governed by Edmund Rice Education Australia; the local community and Principal are empowered with the responsibility of plotting the future course for the College; a course that best captures the aspirations of local families. In doing so, we use The EREA Charter and the four touchstones of Gospel Spirituality, Justice and Solidarity, Inclusive Community and Liberating Education to shape our planning as a contemporary College that is grounded in the Edmund Rice Tradition.

Under the line management of the Director of Business and directly reporting to the Facilities and Operations Manager, the Administration Officer - Student & Operations Support will play a key role in serving as a key point of contact for students and families, as well as administratively coordinating the operations of the Healthcare Centre. They will also offer meaningful administrative support to the Facilities and Operations Manager in coordinating the progression and management of hazard reports and maintenance requests.

The Administration Officer - Student & Operations Support will coordinate the collection and review of student data including medical and healthcare data entry, medical action plans, compliance and auditing of stock, grounds and maintenance job requests, risk and hazard reporting and management, compliance and audit preparations, and general administrative support with respect to the healthcare services provided to students and boarders of Rostrevor College.

As a member of the Facilities & Operations Team, the Administration Officer - Student & Operations Support will play an active role in providing support and assistance with front office duties as required. They will actively contribute to consistent review and improvement of processes and will be a professional and collegial member of their working teams. All members of the Facilities & Operations Team will undertake their duties with the upmost professionalism and collegiality.

KEY AREAS OF WORK

The Administration Officer - Student & Operations Support will undertake duties including, but not limited to:

Health Care Centre Support

- As a trained first aid officer of the college, provide first-aid to students and staff as required, including when the college nurse is attending to other patients.
- Ensure the college maintains necessary supplies for first aid and health care, undertaking regular audits and stocktakes and ordering supplies as required.
- Ensure the college fulfils record-keeping requirements to achieve compliance with safeguarding obligations, entering data and following up documentation as needed.
- Support staff, college nurses and first aid officers in preparing for events such as Athletics Day, Swimming Carnival, excursions, incursions, camps and retreats, including preparing first aid kits, medications, and relevant information.
- Ensure injuries are assessed in a timely and appropriate way, treated correctly, and referred on for medical review as required.
- Coordinate the administrative aspects of student and staff immunisation programs, including identification and confirmation of service providers, room bookings, set up, pack down and follow up.
- Coordinate the collection and appropriate entry of student medical data from commencement of enrolment to completion of schooling, including:
 - updating and alignment of student health and medical data on relevant systems;
 - seeking and obtaining medical action plans;
 - informing relevant staff to action outcomes of updated student information.
- Enter data and regularly audit systems to maintain student health care plans and ensure relevant staff have awareness and understanding of them, noting student and staff records remain the confidential property of the college and may only be accessed by authorised persons as needed.
- Perform administrative duties surrounding the management of the Health Care Centre services to ensure effective and comprehensive record keeping and compliance is achieved.
- Coordinate and support in the delivery of a professional health service at Rostrevor College, including day-to-day operational and maintenance needs for the Health Care Centre.
- Inform and improve college Health Care Centre services, processes and protocols.

Student Services Support

- Coordinate the storage, return and appropriate disposal of student lost property, including:
 - Liaising with staff and students to identify lost student property;
 - Be a point of contact for students and staff in managing lost property;
 - Store student property appropriately and safely; and
 - Dispose of unidentified and uncollected property in line with college processes.
- Be a point of contact for students and families in responding to enquiries, supporting daily student movements, communications, administration, and services to students and families.
- In the case of the absence of the Administration Officer – Student Wellbeing and the Receptionist – Senior School, coordinate and manage student absence reporting as required.
- Be a point of contact for students and families regarding key services, including the college bus service, liaising with families and service providers accordingly and undertaking administration of the Bus Minder system.

Facilities, Operations & Compliance Support

- Provide administrative support to the Facilities and Operations Manager in areas including, but not limited to:
 - Assist with triaging maintenance and work order requests;
 - Assisting with management of supplier work orders, job status, and invoice verification;
 - Contractor compliance, agreements, and inductions.
- Monitor and align ticketing and reporting systems, bringing connection between the hazards and/or incidents raised and the corresponding or required maintenance work order requests.
- Undertake regular internal system and records audits to prepare and inform the Facilities and Operations Manager to action accordingly.
- At the direction of the Facilities and Operations Manager, assign and track the progression of work order requests, including correspondence with external contractors and staff.
- Coordinate lodgement and resolution of general insurance claims, including collation of required supporting documentation.
- Undertake administrative duties at the direction of the Facilities and Operations Manager.

General Administration Support

- Provide support to the School Administration team as directed, including covering breaks and absences (planned or unplanned).
- When covering Reception breaks and absences:
 - Ensure delivery of an efficient, professional, and welcoming Front Office service for students, families, and visitors.
 - Monitor all incoming inquiries, whether in person, by phone, or email, and respond to all inquiries in a courteous, timely and helpful manner
 - Undertake preliminary problem-solving to triage and respond to incoming enquiries, actioning them accordingly with staff across the college
- Provide exceptional customer service to all visitors of Rostrevor College and ensure the reception area is welcoming and well-maintained.

General

- Positively participate in College activities, events, required training, professional development and professional reviews.
- Perform any other duties in line with your current classification as required from time to time at the discretion of the Principal (or delegate).

PERSON SPECIFICATION

The Administration Officer - Student & Operations Support will possess:

- Commitment to upholding and actively contributing to the Catholic ethos of the college.
- Demonstrated experience in providing a high level of specialised administrative tasks and applying a broad knowledge base incorporating theoretical concepts with substantial depth in areas of responsibility.
- Advanced level of proficiency in using a computer and applicable programs, particularly Microsoft Office (i.e. Word, Excel, Outlook, Powerpoint), databases and other ICT equipment, and full technical competency to operate office equipment.
- Excellent interpersonal and communication (written and verbal) skills for positive engagement, role modelling, interaction and collaboration within the team, broader school community and

with external parties. Experience in working successfully with others to achieve group outcomes is expected.

- Demonstrated ability to work under moderate direction, be responsible for own outcomes within broad parameters and remain fully competent requiring little or no guidance during the performance of work to achieve stated objectives.
- Demonstrated experience in supporting and administering projects.
- Ability to analyse, diagnose, design and implement solutions across a broad range of functions and evaluate information and use for forecasting, planning or research purposes. Experience in an awareness of, and monitoring of, a budget is also expected.
- Comprehensive knowledge of relevant policies, procedures and associated obligations to meet all compliance requirements.
- Demonstrated ability to maintain a very high level of confidentiality.
- Willingness to positively lead and support school activities/events, attend meetings and undertake required training.
- Demonstrated ability to follow procedures lead and deal effectively with emergencies and/or unexpected situations.

ROLE REQUIREMENTS

- A Diploma in Administration, Marketing or Business (or equivalent) comprising a minimum of one year of study or relevant demonstrated knowledge, skills and experience in a comparable role.
- Act in accordance with the CESA Code of Conduct, EREA Code of Conduct, and the Charter for Staff in Catholic Schools in South Australia.
- Hold a current acceptable Working with Children Check (WWCC) clearance & screening to work in Catholic Education South Australia.
- Hold current certification in Responding to Risks of Harm, Abuse and Neglect in Education and Care Settings.
- First Aid Qualification as directed by the College.
- As a worker, comply with the SA Work Health & Safety Act 2012 and, while at work, take reasonable care for their own health and safety.
 - Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
 - Comply, in so far as you are reasonably able, with any reasonable instruction given by the employer.
 - Co-operate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.