
	Position Description	
	Student Services Administration Officer	
	Version: 1.1	Approved: CEO
	Date: 25.05.2021	Date: 28.05.2021
Author: Mallory Gleeson	Next Review: May 2022	
Administered: Human Resources	Signed: 	

POSITION DETAILS		
Title:	Administration Officer - Student Services	
Team:	Support Staff	Classification: Level 4
Date Prepared:	May 2021	

RELATIONSHIPS			
Supervisor's Title:	Office Coordinator	Classification:	Support Staff Level 4
Other Positions Reporting to this Supervisor:	Nil	Positions Directly Supervised:	Nil
Internal Stakeholders:	CEO Assistant Principal Business Manager Administration Staff College Leadership Team Student Support Officer Counsellor VET and HSC Teachers	External Stakeholders:	Parents/ Carers Community Organisations General Public/Visitors Government Agencies Host Employers Other Training Providers Other Schools

PRIMARY PURPOSE
The Student Services Administration Officer delivers responsive and customer focused services to the College community and contributes to effective and efficient College operations through responsive and timely administrative and regulatory compliance support. The role maintains customer service levels of an exceptional standard to support a welcoming and supportive environment.

KEY RESPONSIBILITIES AND DUTIES
<p>1. Student Services and Reception</p> <ul style="list-style-type: none"> Maintain clean and tidy foyer and reception areas. Manage incoming phone calls, respond to students, parents/carers and customers at counters. Process sale of personal protective equipment, payment of fees and receipt monies and receive goods, check goods against purchase order/invoice. Provide admin services including keyboarding, faxing, photocopying, document formatting, binding and laminating. Sort, cull and redistribute emails received by the College's admin and student service email addresses.
<p>2. Maintain accurate and current student information and files.</p>

KEY RESPONSIBILITIES AND DUTIES

- Undertake a range of administration tasks to process information associated with student records, including personal/family details, Centrelink information, School Travel Pass Applications - Process OPAL Card and Concession Card applications, filing and archiving processes.
- Monitor daily attendance records via student management systems rolls and reports. Contact parents regarding absenteeism and report to Assistant Principal/CEO when necessary.
- Email/post student official letters, N Warning Letters (Trade, HSC and Preliminary), Behaviour Management Cards and WHS Breach Notices to parents/carers.
- Process student withdrawals, update student management systems and NESAs, notify relevant staff of student withdrawal and prepare withdrawal reports for CEO.
- Prepare, print, and distribute end of term student awards.
- Collect and collate information on student destinations and provide a bi-monthly report to the Business Manager and CEO
- Attend to students and monitor sickbay, liaise with parents as required.
- Complete tasks set by Office Coordinator and CEO as requested, within the scope of your ability

3. Student Enrolment Process

- Assist in marketing the College through supporting Open Days, Information nights and other activities.
- Respond to enquiries, process expressions of interest, issue enrolment packs, receive and process enrolment forms.
- Organise entry test and student interviews, issue letters of offer and process acceptances.
- Data enter information into student management systems.

4. Provide support for various student activities including:

- Graduation and awards ceremonies, by printing student awards and assisting with the event as required.
- Transport students to and from the train station as required.
- Monitor students in sick bay, liaise with parents/carers.
- Support Canteen Manager during recess and lunch breaks to serve students.
- Record student timesheet information to support the industry-based learning program.
- Participate in College meetings, such as fortnightly staff meetings.

KEY PERFORMANCE MEASURES

Key performance measures and indicators are developed annually in conjunction with the Office Coordinator and may include, but are not limited to:

- High attention to detail
- Accuracy and timeliness of data processing
- Meeting reporting deadlines
- Interaction with College stakeholders

TECHNOLOGY

- Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook)
- Student Management Systems and databases, e.g. SchoolPro, aXcelerate
- Use of ICT including desktop PC, laptop, EFTPOS terminal, cash register

POSITION SKILLS, KNOWLEDGE AND TRAINING

Essential Criteria:

- Demonstrated capacity to work effectively as part of a team
- Ability to respond to multiple priorities and meet deadlines in a high volume, fast-paced environment.
- Interacts positively with a helpful and cooperative approach to parents, students and staff
- Previous experience in an office environment
- Attention to detail and accurate word processing skills
- Proven ability to recognise confidential issues as they arise and to treat them with the sensitivity required
- Effective written and oral communication skills
- Highly developed organisational skills
- Current Driver's Licence
- Working with Children Check

Desirable Criteria:

- First Aid Certificate
- Certificate II in Business or III in Business Administration
- Previous experience in an educational environment

DOCUMENT HISTORY

Version	Date	Authorised Officer	Amendments
1.0	05.07.2018	CEO	First issue
1.1	25.05.2021	CEO	Periodic review