

## Front Office Administrator

<b>Location:</b>	Xavier College Gawler Belt, Two Wells and Evanston
<b>Employment Status:</b>	Permanent, Part-time
<b>Classification Level:</b>	As per CESA Enterprise Agreement 2020, Education Support Officer, Grade 2, Administration (plus First Aid Allowance)
<b>Normal hours of work:</b>	11.30am – 4.30pm Monday – Friday
<b>Stipulated number of ordinary hours:</b>	25 hours per week, 40 weeks a year

Under the direction of the Administrative Officer and Head of Campus – Two Wells for overall operations, the College Executive Officer for overall operations and ultimately responsible to the Principal of the College.

The Front Office Administrator will actively support and contribute to the Catholic Identity and Salesian ethos, mission, and vision of Xavier College and will adhere to the guiding principles of the Living, Learning Leading Framework which outlines CESA key capabilities, skills, knowledge and dispositions that enable young people to contribute to society and enjoy meaningful and spiritually enriched lives.

RUAH is the Hebrew word for Breath of God – this will translate as Respect; Understanding: Affection and Humour. These are guiding principles that are intrinsic to our treatment of self and each other. They complement the Salesian Charter of:

- A Home that welcomes
- A Parish that evangelises
- A School that prepares for life
- A Playground where friends meet and enjoy themselves

The Front Office Administrator will provide support to the College's Two Wells front office and administrative operations, including Senior First Aid duties and will have the knowledge, skills and demonstrated capacity to undertake basic tasks under general supervision and more complex tasks under close supervision.

## Front Office

- As the first point of contact for greeting and welcoming families and the wider community to the Two Wells Campus and providing quality customer service to those requiring it by responding to and/or referring enquiries as appropriate
- Operate a range of office equipment, including effective use of the telephone system, photocopier, printer, binder and scanner
- Ensure the delivery of an efficient, professional, and welcoming service, in-person and by phone, for students, parents/caregivers, and visitors at all times
- Attend to all deliveries by inspecting and documenting incoming items, ensuring prompt distribution to the appropriate recipients while maintaining accurate records and coordinating with couriers as needed, as necessary
- Carry out a wide range of administrative duties including the distribution of bus passes, word processing, mail handling, filing of documentation in accordance with College policy and procedures and maintenance of records and record systems

- Undertake mass production of printed material and documents as required including copying, collating, stapling, binding, folding and cutting
- Utilise relevant data systems to maintain and generate standard reports, ensuring timely distribution of student and staff records, including medical and emergency contacts, absentee lists, and class rolls
- Assist with arrangements and organisation of meetings and events, including but not limited to meetings with parents/caregivers and external parties, parent information evenings and community events
- Assist with the general organisation of excursions and associated requirements e.g. booking transport, contacting relevant organisations, compiling permission slips etc
- As a designated First Aid Officer, provide timely first aid assistance for students and staff. Maintain appropriate First Aid facilities and accurate First Aid records including confidential, accurate and current Medical Emergency Plans for students
- Assist the Front Office administration team with maintain appropriate First Aid facilities and accurate First Aid records including confidentiality, accuracy, and currency of Medical Emergency Plans for students, as required
- Assist the Administrative Officer with ensuring first aid kits are stocked and ready for use at all times
- Actively participate in school events/activities, meetings, required training and professional reviews
- Undertake other duties, as required by the Principal (or delegate)

### **Person Specification**

- Demonstrated experience with reception and administrative procedures and proficient use of a range of office equipment including proficiency with computer skills
- Willingness to uphold and contribute to the culture and ethos of our Catholic College
- High level interpersonal skills to interact positively with all members of the College community and be a good role model for students and a representative of the school
- High level communication and teamwork skills to work collaboratively and flexibly with, and support and assist others
- Able to take direction and act on it as well as be self-directed and utilise some discretion and judgement, as required
- Good time management and organisational skills and ability to effectively prioritise tasks
- Demonstrated ability to maintain confidentiality at all times
- Demonstrated ability to deal effectively with emergencies and/or unexpected situations.

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.

### **Person Specification**

#### **Essential Requirements**

- Ability to demonstrate practical support for the Catholic Ethos of the College
- Demonstrated experience in a comparable office position/environment and the ability to perform a wide variety of general administrative duties
- Proficient computer skills particularly using Microsoft Office (i.e. Word, Excel, Outlook) and databases, and operating a range of general office equipment (i.e. business phone system, computer, photocopier/scanner, binder, shredder)
- Strong interpersonal and communication (written and verbal) skills for positive interaction and collaboration within the team, broader school community and with external parties
- Able to take responsibility for own work outcomes, carry out role requirements under general supervision and take instruction on unusual, non-routine, difficult or new practices
- Ability to apply a range of well developed interpersonal and work-related skills to a variety of predictable problems and occasional unpredictable problems consistent with knowledge

- Demonstrated experience in utilising some discretion and using judgement to interpret available information
- Good organisational skills and ability to prioritise tasks to achieve specified outcomes within required timelines
- Demonstrated ability to maintain appropriate confidentiality
- Willingness to positively support school activities/events, attend meetings and undertake required training
- Ability to follow procedures and support others as appropriate during unexpected situations or emergencies

#### Desirable requirements

- Previous administration experience in a school setting is highly desired
- Demonstrated use of the QKR and CIVICA finance systems

#### Role Requirements

- A Certificate III in Administration or Business (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role. Experience working in a school setting is highly desirable
- Current and acceptable Working with Children Clearance and screening to work in Catholic Education SA
- Acquire and maintain Catholic Police Clearance to work in Catholic Education SA
- Current Responding to Risks of Harm, Abuse & Neglect – Education and Care certificate
- First Aid certificate (HLTAID012)
- Disability Standards for Education Training
- 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.

Being vaccinated against COVID-19 is not mandatory for CESA staff. It is highly recommended for all CESA staff to maintain vaccination status as recommended by the policy.

#### Performance Review

It is expected that the employee will undertake a Performance Review at a mutually agreed time with the employer as per the Catholic Schools Enterprise Agreement 2020 (as amended).

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