



PRINCE ALFRED COLLEGE

Role Profile:

Administrative Assistant – Student Services, Secondary School

To provide outstanding customer service and a full range of administrative and support services to the students and families in the Secondary School, as well as other key stakeholders. The Administrative Assistant - Student Services plays a critical role in the effective and efficient administration of all student movement, and operates in an environment of competing priorities and constant adjustment. The role is required to manage a diverse range of tasks inclusive of student absentees, student bulletins, administrative support for student records, and supporting teaching staff as required. To support the needs of the students, the Administrative Assistant - Student Services will be required to attend the office during student recess and lunch breaks, as well as be available first thing in the morning and after school.

Reports to:

Deputy Headmaster/Head of Secondary School

Other Key Relationships:

Head of Operations, Dean of Students, Executive Assistant to Deputy Headmaster, Administrative Assistant – Secondary School, Head of Student Leadership and Management, YLCs, College Executive, Executive Assistant to Headmaster, Health Centre, Boarding House, Staff and College community.

Key responsibilities include the following:

1. Key support services for students and their families

- Ensure effective operation of the Student Services Office
- Provide efficient and professional reception by telephone and in person and manage staff, parent and student enquires
- Receive and process parent/guardian notifications regarding student attendance via phone, email, SMS, mobile app and in person throughout the day and notify teachers as required
- Manage Secondary School student attendance and report to key staff as required
- Receive and process school activities, excursions/incursions, alternate programs and a variety of other student commitments on SEQTA
- Manage and assist teaching staff with roll marking for lessons throughout the day
- Create student attendance reports using SEQTA
- Provide assistance to students, families, teaching staff, school management, Health Centre and Boarding as required
- Manage student incidentals such as lunch vouchers, bus tickets, ID letters, replacement ID cards and diaries and pass on to Finance as required
- Maintain files and records to support easy retrieval of information and archiving

- Monitor issues and work requiring the attention of YLCs, Dean of Students, Deputy Headmaster/Head of Secondary School
- Proficient knowledge of Learning Management Systems preferred (SEQTA and TASS) and other microsoft suite programs
- Management of lost property
- Assist with management of student car parking
- Order and maintain stationery supplies to Secondary School management and operational staff
- Liaise with supplier and oversee distribution of academic text books / supplies
- Manage main switchboard overflow calls
- Assist the College with special projects and tasks as required
- Other duties as directed by the Deputy Headmaster / Head of Secondary School

2. Liaison with College staff and external stakeholders

- Liaise closely with a range of College staff, particularly YLCs, Head of Student Leadership and Management, Tutors and College Executive
- Foster effective working relationships with all staff and members of the College community
- Interact with diplomacy, confidentiality and professionalism with a diverse range of internal and external stakeholders
- Behave in accordance with the Code of Conduct, standards, values and policies

3. Commitment to maintaining high professional standards

- Opportunities for continuous improvement are identified and championed
- Regular and structured reviews of current systems and procedures are scheduled throughout the year to improve efficiency and effectiveness
- A team approach is taken when reviewing systems and procedures

4. Relationships and Customer Service

- Supports College staff in delivering key educational outcomes
- Actively promotes and demonstrates the values described within the College's 'Customer Service Charter'
- Builds positive relationships with College community – especially families
- Positively contributes to College meetings and forums commensurate to the role
- Provides timely and relevant communication to stakeholders, customers and team members as required

5. Team and Personal Development

- Actively participates in Performance Management and Development programs
- Proactively supports the Secondary School Administrative Assistants team

6. Workplace Health and Safety

- Provides Senior First Aid Relief for the Health Centre

- A safety first culture is actively promoted and demonstrated at all levels
- Health and safety procedures are in place, adhered to and the Health and Safety in Employment Act are complied with
- Avoidable accidents and harm incidents are avoided

7. Other Duties

- Other duties are performed willingly as required in accordance with College operational requirements
- Flexibility and willingness to perform a variety of tasks is demonstrated
- Adherence with standards and procedures is maintained at all times.

Key Knowledge and Skills:

1. Excellent communication skills – a positive and encouraging interpersonal style; well-developed networking skills, professional writing skills and a strong customer focus.
2. Excellent time management skills and ability to prioritise workload, able to be proactive and demonstrate initiative.
3. Confidential in approach and sensitive to ensuring information is shared in an appropriate manner.
4. Team player – a commitment to working collaboratively and constructively in a small team and taking responsibility for organising own work.
5. Well-developed computer literacy skills.
6. A commitment to the highest standards of excellence and continuous improvement.
7. A high level of knowledge, imagination, passion, and belief in and for their field.
8. A sound awareness of College programs.
9. An ability to display the capacity for hard work and professionalism.
10. A commitment to ongoing professional development via internal and external opportunities and which will at times be self-initiated.

Salary:

Prince Alfred College Enterprise Agreement, School Assistant Classification Grade 3.

Tenure:

Acting role for Terms 2,3,4 in 2023 , 37.5 hours per week, during school term time, with the contract ending on 15 December 2023.

March 2023