

# STUDENT SERVICES OFFICER

## Position Description

<b>Classification</b>	Administration Student Services (ESE) Category B Level 2 Higher duties allowance may be applicable
<b>Employment Status</b>	Fulltime
<b>Hours of Work</b>	8.00am to 4.06pm, School terms
<b>Scope</b>	Based at St. Paul's Campus and at times may work cross campus
<b>Expected level of contact with children and young people within this role:</b> Regular	

## Position Purpose

The Student Services Officer is a member of the front office administration team, providing general administration services to students of the College. The Student Services Officer plays a pivotal role in assisting students to ensure smooth the delivery of the student services support and the engagement of the students in their lifecycle at the school.

Administration Student Services are directly accountable to the Business Manager and are employed on an across Campus basis. This will ensure that the clerical needs of the College are realistically met. However from time to time in the event of an absence or in the event of a major common task, Administration Student Services Officers may be asked to assist in other areas.

The role requires a strong customer service focus with the ability to communicate effectively with students, superb organisational skills, and ability to successfully prioritise competing demands whilst maintaining accuracy and attention to detail.

## Reporting Relationships

**Position reports to:** Business Manager (accountable to) and Deputy Principal - Head of Campus (on a day to day Campus operation).

**Leads/Direct reports:** Nil.

**Key relationships:** Operations Teams, College Nurse, Finance Team, College Counsellors, College Leadership, Students, Parents/Guardians, Traralgon Secondary College – Student Transport, Teaching Staff, Wellbeing Team & College Registrar.

## Key Duties & Responsibilities

Includes but are not limited to:

- Receive and manage student inquiries and messages.
- Operate the Student Attendance Monitor and associated attendance records in Simon.
- Arrange and assist re: Bus Passes for Town Buses, Country Buses and Conveyancing Bus Services ensuring all applications are current and correctly signed by parents/guardians.
- Assist with student's first aid when required or no Nurse is present.
- Assist with the reception desk duties when required.
- Liaise with the College Registrar in relation to student records.
- Maintain student attendance records, sickbay attendance and student medication distribution list.
- Work with Daily Organisation and Events Team re: excursions.

- Preparation of excursion packs including first aid.
- Provide teacher support when required.
- Provide assistance to the Wellbeing team if the Wellbeing Administration Assistant is not available.
- Ensure that records required for Emergency Events are available in the event of an emergency.
- Oversee the appropriate use of the Public Address System during the appropriate times.
- Perform such other duties as requested by the Deputy Principal/s and or Business Manager.
- Ensure the confidentiality of student and staff data.

### **Child Safeguarding**

- Be familiar with and comply with the school's child safeguarding policy and code of conduct, and any other policies or procedures relating to child safeguarding.
- Assist in the provision of a child-safe environment for students.
- Demonstrate duty of care to students in relation to their physical and mental wellbeing.

### **Professional Development**

- Participates in ongoing professional development and learning relevant to the role, including annual compliance training.
- Continue development of Information Technology (IT) skills as technologies evolve.
- Participate in the completion of an Annual Review Meeting, as required.

### **General**

- Support the ethos, values and vision of Lavalla Catholic College as a Catholic school in the Marist tradition.
- Contribute to a healthy and safe work environment and comply with all safe work policies and procedures.
- Attend staff/school meetings as required relevant to your role and within rostered hours of work.
- Demonstrate professional and collegiate relationships with colleagues.

*This role description is not intended to be a prescriptive document and therefore may evolve as the position develops and forms.*

## **Essential Requirements for the Role**

### **Qualifications & Experience**

- Relevant administrative experience.
- Experience in working as a member of a busy team.
- School experience viewed favourably (not essential).
- First Aid Certificate Level 2 (the school will assist obtaining if certificate isn't current).
- Hold a valid employee Working with Children Check card and must be willing to undergo a National Police Record Check.

### **Personal Attributes & Skills**

- Strong customer focus with friendly disposition.
- Excellent interpersonal skills including ability to engage with young people.
- Well-developed organisational and planning skills, with attention to detail.
- Competent computer skills and ability to use electronic based school systems.
- Uphold confidentiality and discretion.
- Exceptional personal standards of honesty, integrity and professionalism, and who remains calm under pressure.
- Patience, understanding and effective conflict-resolution techniques to help navigate challenging situations.

### **Child Safeguarding**

- Experience working with children.
- A demonstrated understanding of child safety.
- A demonstrated understanding of appropriate behaviours when engaging with children.
- Be a suitable person to engage in child-connected work.

### **Our Commitment to Child Safety**

Lavalla Catholic College is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Each member of the College community has a responsibility to understand the important and specific role that they play individually and collectively to ensure that the wellbeing and safety of all students is at the forefront of all that they do and every decision that they make.

All staff are required to be conversant with, and comply with, the College's Marist Child Safe Adult Code of Conduct and Child Safeguarding Policies. It is a condition of employment for a staff member to be deemed a person suitable to work with children.

### **Our Vision and Mission**

Lavalla Catholic College is a welcoming, inclusive community called to make Jesus known and loved through education in the Marist Tradition. With '*Strong Minds and Compassionate Hearts*' we unite to inspire, journey with and prepare learners for life in our changing world.

In our daily actions, we build positive relationships following the model of Jesus Christ. We are inspired by the Marist Characteristics: *Simplicity, Love of Work, In the Way of Mary, Presence, and Family Spirit.*

### **Position Description**

**Authorised by:** The Business Manager

**Last reviewed:** April 2024