# Administration Assistant

# Position Description

| | |
|---|---|
| **Area of Employment** | Middle/Senior School |
| **Status and Tenure** | Fixed Term Contract for 2027 School Year<br>8am-4pm Monday to Friday (term time only) |
| **Position Reporting To** | Director, Corporate Services |
| **Classification** | Woodcroft College Enterprise Agreement |

## Position Objective

The Administration Assistant provides reception and general administration office support services for the College. They provide reception services three days per week, and administration assistance for two days per week.

This role is located on Main Reception during school term time only.

## Reporting and Working Relationships

The Administration Assistant reports directly to the Director, Corporate Services.

## PART A

## Key Areas of Responsibilities

**Main Reception**

- Providing an effective Reception service by courteous interaction with parents, staff, students, and visitors to the College on a face-to-face basis, on the telephone and through email.
- Provide cover for the student absentee process in the absence of the Wellbeing Receptionist, as directed.
- Collation and distribution of internal updates and bulletins by email.

**Administration Support**

Providing an effective administration service including:

- Supporting general day to day administrative duties and record keeping.
- Effective receipt and distribution of all goods delivered to the College.
- Assisting with administrative duties across the College under direction of the Director, Corporate Services or their Delegate.
- Provide absence cover as needed and daily lunch cover for other administration roles, as directed.
- Support the maintenance of accurate and timely records in line with privacy and security requirements, including assisting with:
  - administration of the volunteer process and assisting students with compliance documents, including agreements and Working with Children Checks

- maintaining up to date College student information by reporting and forwarding changes to the Enrolments Manager
- coordinating student files for archival purposes, collating, sorting, and confirming all data has been entered electronically into Student records

Participate in a team structure and contribute to the College's goals and directions.

## Legal Responsibilities

- Adhere to company processes and procedures to comply with Australian Privacy Principles.
- Adhere to all applicable WHS legislations.
- Abide by College policies and procedures.

**PART B**

## Desirable requirements

- Recent experience working in a school-based administration environment.
- Experience in using word processing and computer packages currently in use within the College.
- Experience in a Reception and general administration environment.

## Essential Requirements

- Current Working with Children Check (WWCC).
- Current Responding to Abuse and Neglect Certificate (RRHAN-EC).

## Personal Attributes

- Customer service ethos and positive mindset.
- Understanding of and ability to maintain confidentiality.
- Positive personal presentation and the ability to promote a positive image for the College.
- Staff are encouraged to play a part in the wider life of the College.
- Supportive of the Christian ethos of the College and a commitment to independent education.

## Skills, Experience and Knowledge

- Ability to work as part of a team and develop positive working relationships with the College community including students, and other staff.
- Sound written and verbal communication and interpersonal skills.
- Ability to exercise judgement and initiative to resolve issues.
- Demonstrated administrative skills and the ability to manage multiple tasks using effective prioritisation.
- Well-developed organisational and time management skills.
- Ability to maintain a helpful, professional demeanour always, and receive queries and complaints in a calm, positive and reassuring manner.
- Experience in dealing with students, their families, and the general public on a range of issues.
- Knowledge of office administration and secretarial procedures.
- Knowledge of switchboard procedures.