



St Thomas More School

A Catholic school in the Mercy Tradition R-6

Position Information Document

Position Title	Front Office Administrator
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ESO Grade	3
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ESO Stream	Administration
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Employment Type	Permanent
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Hours/Weeks	As per contract
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Key Working Relationships

- Business Manager
- Leadership Team
- Teaching and non-teaching staff
- Parents/Caregivers, students, and other members of the school community
- Visitors and volunteers
- External parties/stakeholders

Broad Purpose

Under minimal supervision of the Business Manager, the position of Front Office Administrator is integral to the school community. The role requires advanced customer-service and interpersonal skills, as the central point of communication and care, for students and their families. They are to consistently demonstrate the school's vision, mission, and Mercy values. This position requires high-level administration and organisation skills to calmly maintain the flow of people, enquiries and administrative activities associated with the day-to-day running of the front office.

The Front Office Administrator encompasses skills in managing reception duties at the front office, word processing, data entry, report generation, database management, parental consents, school uniform purchases and other general administrative tasks. The role is also required to provide First Aid and general health services to students, which includes being responsible for health plans, medication and maintaining accurate school medical records.



Duty Statement

Duties include, but are not limited to:

- As the first point of contact with the school, ensure delivery of an efficient, professional, and welcoming Front Office service for students, parents/caregivers, and visitors at all times.
 - Manage enquiries from members of the school community and from external parties, making appropriate notes and referrals and briefing school leadership relating to any appointments, as necessary.
 - Perform a wide range of administrative duties to an advanced level providing support and assistance to school leadership and staff as required, ensuring confidentiality of school business.
 - Manage the student attendance records, contact parents to legitimise student absences and produce reports from the database for leaders and teachers as required.
 - Prepare Government and Statutory Authority returns for authorisation by others and review and finalise reports for external agencies and organisations consistent with applicable requirements and procedures.
 - Process Working with Children Clearance and screening requests and maintain an accurate Volunteer Register to ensure compliance with CESA and legislative requirements.
 - Undertake general induction activities and collect documents to ensure compliance of volunteers and visitors, as applicable.
 - Act as a designated Senior First Aid Officer and provide timely first aid assistance for students and staff and inform parents of incidents as required.
 - Maintain appropriate First Aid facilities and accurate First Aid records including confidentiality, accuracy, and currency of Medical Emergency Plans and correlating medication for students.
 - Support staff with parent consent and information for Excursions, providing reports and information to staff in charge of activities as required.
 - Liaise with photographers and leadership team to arrange photographs as required.
 - Manage the supply of student uniforms purchase to parents and the collection, advertisement, claim and distribution of student lost property.
 - Process payments received by the school daily, in accordance with Finance procedures.
 - Operate a range of office equipment, as applicable, including highly proficient use of the telephone system, computers, photocopier, printer, binding, scanner etc. and undertake mass production of printed materials and documents including copying, collating, stapling, binding, folding, and cutting.
 - Utilise applicable systems (CeSIS, SEQTA) to effectively administer and maintain student and staff data, generate requested reports, and carry out required filing of documentation and records.
 - Assist in arranging meetings and events and support the organisation and catering of whole school functions.
 - Prepare communication for families regarding operational school matters as requested by leadership, utilising appropriate correspondence tools or software as required.
 - Collect and distribute mail and parcels for the school daily.
 - Support the enrolments process by providing information to enquiring families, recording accurate information, and compiling packs as required.
 - Support and back up other Administration team members as required.
 - Actively participate in regular performance reviews and undertake applicable training as required.
 - Undertake other duties, as required by the Principal (or delegate).
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Person Specifications

- A Certificate IV in Administration or Business (or equivalent) and/or relevant demonstrated knowledge and experience in a comparable role.
- Demonstrated experience with a front office and/or administrative role with equivalent competencies. Prior experience working in an education environment is highly desirable.
- High level computer skills and knowledge including use of Outlook, Word, Excel, Powerpoint, Publisher and database applications.
- Willingness to uphold and contribute to the culture and ethos of our Catholic school.
- High level interpersonal and communication skills to interact positively with all members of the school community and external parties to present a professional impression of the school.
- Ability to work under little direct supervision, analyse and plan approaches to problems and locate and evaluate information from a variety of sources to meet specified quality standards.
- Utilise reasonable discretion and judgement, take significant initiative and responsibility to apply solutions and take responsibility for own outcomes.
- Be self-motivated, proactive, organised, and able to work productively in a multi-faceted team environment.
- A commitment to ongoing professional learning and development and active participation in professional reviews, as required.
- Demonstrated ability to maintain confidentiality at all times.
- Demonstrated ability to deal effectively with emergencies and/or unexpected situations.

Specific Requirements

- Current and acceptable Working with Children Clearance and screening to work in Catholic Education SA
- Current valid Responding to Risks of Harm, Abuse and Neglect – Education and Care certificate
- Provide First Aid in an Education & Care Setting Certificate
- CESA Staff do not need to be vaccinated against COVID-19 as a condition of employment, with the exception of CESA Staff working in High-Risk Settings. CESA Staff are however strongly encouraged to have and maintain an Up-To-Date Vaccination Status in accordance with the ATAGI statement. The vaccination requirement for CESA Staff working in High-Risk Settings is a condition of employment or engagement unless an exemption is approved in accordance with the CESA COVID-19 Vaccination Policy.

Special Conditions

- First Aid Allowance will be paid in accordance with the Enterprise Agreement conditions.
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Work Health & Safety

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012.

As a Worker, while at work you must:

- take reasonable care for your 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 to, with any reasonable instruction given by the employer
- cooperate 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

Reference: Division 4, Section 28 WHS Act 2012

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.