



Job Title:	Service-Learning Tour Officer (0.4FTE / 40 weeks of the year)
Reports To:	Heads of Campus / Principal
Direct Reports:	Nil
Section of School:	Education Services
Liaises with:	Whole School Community

St Stephen's School Vision:	St Stephen's School is a Uniting Church School that is Christ centred, student focused and community based
St Stephen's School Values:	<p>St Stephen's School is underpinned by five core values. All students, staff and Council members are expected to embrace these values as they undertake their various roles.</p> <ul style="list-style-type: none"> • Faith • Learning • Care • Service • Community
Role and intent:	<p>The Service Learning Tour Officer will work under the direction of the Heads of Campus to deliver service learning tours, agreed on by the Executive, to students. The role will liaise closely with the Principal as well as the Service Learning Coordinator.</p> <p>The officer will liaise with external partners to assist in facilitating the School's international, interstate and regional service tours. The officer must begin this work 8-12 months in advance of any tours departure date.</p> <p>The Service Learning Tour Officer is required to have the ability to:</p> <ul style="list-style-type: none"> • work with a wide variety of stakeholders including students, staff and parents. • 'think on your feet' and work through stressful and intensive situations imaginatively and creatively • work well autonomously as well as being able to collaborate and work well within a team environment. <p>There is an expectation that should a tour run during the School holiday period, you will be contactable and available if required.</p>
Role requirements:	<p>Responsible for organisational and administrative support for the School's Service Learning Tours. This includes, but is not limited to:</p> <ul style="list-style-type: none"> • Selection of tour staff (expressions of interest, set up interviews, etc) and be part of the interview process along with either Head of Campus and/or the Principal • Tour budget (guided by Finance Manager) • Organise information sessions for parents and students (invitations, room bookings, liaise with partners (RAW/ Kimberley Safari Tours etc) • Student application process (collate expressions of interest, liaise with tour staff). Tour staff will be required to select student/s through the regular interview processes in place. The tour officer is not required to undertake this role. • Liaise with airlines for tickets (regional)



	<ul style="list-style-type: none"> • Liaise with travel agents for tickets and visas (international) • Tour risk assessment with the tour staff • Work closely with tour staff in lead up to tour to arrange team building sessions, t-shirts, etc and debrief sessions at end of tour • Nurture and continue partnerships with internal and external stakeholders • Cultivate emerging opportunities for tour groups and partnerships within the context of the tour calendar • Liaise with Heads of Campus to assist in promoting service tours. • Overseeing arrangements for travel and accommodation • Other duties as directed
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<p>Key Performance Indicators:</p>	<ul style="list-style-type: none"> • Timely, efficient and effective support to the area in accordance with priorities and agreed outcomes. • Demonstrated adherence to deadlines • Demonstrated adherence to confidentiality. • Evidence in contributing to and supporting the Service Learning area to achieve its goals. • Other KPI's will be agreed with your manager through the induction process and ongoing professional conversations.
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<p>Selection Criteria:</p>	<ul style="list-style-type: none"> • Minimum of 5 years of administration experience. • Ability to work in a fast paced environment, meeting deadlines while maintaining a high level of professionalism. • Excellent communication and organisational skills, the capacity to successfully manage competing priorities and maintain attention in detail. • Excellent telephone manner. • Ability to handle complaints, crises and conflicts. • Ability to work with a caring manner towards staff, students and parents • Ability to prioritise, demonstrate initiative and take a proactive and flexible approach to tasks. • Ability to work cooperatively and collaboratively as a member of a team. • Strong computer literacy, including Microsoft Office suite. • Have a professional personal presentation. • Hold a Working With Children Card and a National Police Clearance. • Current Senior First Aid Certificate or the willingness to obtain one. • Willingness to positively and actively contribute to the Christian culture of the School
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<p>I understand and accept the responsibilities as outlined in this Job Description.</p>	
<p>Signed: [acceptance_status]</p>	<p>Date: [acceptance_date]</p>



The below information is not required to be printed

Version	Date	Review Date	Author	Comments	Approval
1	January 2023	January 2025	Steph Snyman	New	Principal