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| Job Title: | Student Services Administration Officer (Duncraig) – Part time (30 hours/4 days per week, working 42 weeks per year) |
| Reports To: | Head of Campus |
| Direct Reports: | Nil |
| Section of School: | Student Services |
| Liaises with: | Whole School Community |

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| 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>The way that we go about our business at St Stephen's 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 |
| Position Summary | The role will provide professional administration and reception support to the Student Services administration area as well as the whole School Community. |
| Key Responsibilities and Tasks | <p>Administrative support:</p> <ul style="list-style-type: none"> • Record student's daily attendance and absences, weekly reconciliation and unplanned absences via SMS system. • Undertake reception duties including greeting visitors, screening and redirecting telephone calls and responding to routine enquiries and requests for information. • Manage Consent2Go proposal and planning approvals for excursions/incursions in conjunction with School calendar process. • As directed by the Leadership Team, provide support in data and information for Synergetic oversight for students, as well as prepare letters and certificates for presentation at Awards Night / Sports Awards / Debating / Arts/ Graduation etc. • Support Deputies with Modified Learning Plan documentation and emails/SEQTA notifications to the community. • Ordering student badges (as required by Deputies). • Act as contact for unwell students, overseeing their care until attendance by the School Nurse or parents as appropriate. • Provide support to School Nurse with first aid incidents and general student care as required. • Managing email inboxes and distribution of emails. • Coordination and collating of student details, payments of bus bookings for before and after school bus services. • Process EFT payments and cash payments. • Maintain effective records (physical and electronic) of all correspondence and other business |



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| | General <ul style="list-style-type: none"> • Show initiative and take a proactive and flexible approach to streamlining tasks and processes • Relieve at other reception areas as required • Undertake and apply Work Health and Safety requirements • adhere to the School's policies and procedures at all times • Additional duties as required by Head of Campus • Serve as a good ambassador of the School |
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| Key Performance Indicators: | <ul style="list-style-type: none"> • Demonstrated competency in all operational aspects of Student Services, including customer service, managing telephone calls and administrative support • Works efficiently to meet all deadlines • Evidence in contributing to and supporting the administration area to achieve its goals. • Demonstrated ability to provide a friendly, welcoming service to meet the needs of students, parents and School community • Demonstrated adherence to confidentiality • Always act in a manner that seeks to enhance the safety culture of the School. • Participate in Work Health and Safety induction and training. |
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| Selection Criteria: | Skills and Experience <ul style="list-style-type: none"> • Current HLTAID012 in Education certificate • The Working with Children (Criminal Record Checking) Act 2004 applies for anyone working in child related employment • National Criminal Record Checking (except Teaching staff) Personal Competencies <ul style="list-style-type: none"> • Sound IT skills, customer service and/or reception experience • Strong written and verbal communication skills • The capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines • Demonstrated high level skills in dealing confidentially and courteously with people at all levels • Demonstrate initiative and take a proactive and flexible approach to tasks • Ability to work cooperatively and collaboratively as a member of a team • Willingness to positively and actively contribute to the Christian culture of the School |
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I understand and accept the responsibilities as outlined in this Job Description.

Signed:

Date:

This document was approved by HOC October 2025



The below information is not required to be printed

| Version | Date | Review Date | Author | Comments | Approval |
|---------|-----------|-------------|----------------|--|----------|
| 5 | Oct 2027 | Oct 2029 | Steph Snyman | Reviewed | P&C |
| 4 | Aug 2025 | Aug 2027 | Allison Omar | Removed reference to actual load (Part Time) | P&C |
| 3 | Sept 2022 | Sept 2024 | Steph Snyman | Temporary Part time role change | HOC |
| 2 | Sept 2018 | Aug 2020 | Valery Wells | Rebranding | E-Team |
| 1 | July 2014 | July 2015 | Maria Moraitis | New | CFO |