



<b>Job Title:</b>	<b>Administration Support Officer - Carramar (Secondary)</b>
<b>Reports To:</b>	<b>Administration Manager</b>
<b>Direct Reports:</b>	<b>n/a</b>
<b>Section of School:</b>	Ed Services
<b>Liaises with:</b>	Whole School Community

<b>St Stephen's School Vision:</b>	St Stephen's School is a Uniting Church School that is Christ centred, student focused and community based
<b>St Stephen's School Values:</b>	<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"> <li>• Faith</li> <li>• Learning</li> <li>• Care</li> <li>• Service</li> <li>• Community</li> </ul>
<b>Role and intent:</b>	<p>The Administration Support Officer operates the Reception Desk of the Carramar Campus located at the primary school building.</p> <p>This includes receiving visitors, handling mail, telephone switchboard and other administrative duties.</p>
<b>Role requirements:</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Answer telephone enquiries and redirect calls</li> <li>• Welcome visitors and parents and relief staff to the School</li> <li>• Liaise with students parents, staff and visitors and assist with enquiries</li> <li>• Record student daily attendance, absentees, late arrival and early departure</li> <li>• Reconcile student attendance records daily</li> <li>• Report students' multiple absences and frequent lates to Deputy and class teacher</li> <li>• Assist in the archiving process of student information</li> <li>• Receipt money</li> <li>• Assist visitors with Passtab (online sign-in register)</li> <li>• Manage online room bookings</li> <li>• Manage lost property</li> <li>• Maintain emergency procedure documents</li> <li>• Coordinate maintenance of office machines and photocopiers</li> <li>• Maintain administration stationery and cleaning supplies</li> <li>• Sort and distribute internal and incoming mail</li> <li>• Record and post outgoing mail</li> <li>• Receive and distribute deliveries</li> <li>• Maintain yard duty bags and two-way radios for staff duty rosters</li> <li>• Support school nurse with first aid and general student care as required</li> <li>• Maintain current first aid certificate</li> <li>• Keep the reception area clean and tidy</li> <li>• Maintain kitchen, set up and clean coffee machines daily</li> <li>• Maintain emergency files and procedures documents</li> <li>• Order and monitor photo copy paper requirements for school</li> </ul>



	<ul style="list-style-type: none"> <li>Undertake and apply Work Health and Safety requirements and adhere to the School's policies and procedures at all times</li> <li>Serve as an example of the School's vision and values</li> </ul> <p><b>Secondary Speciality</b></p> <ul style="list-style-type: none"> <li>Complete and submit Centrelink Enrolment and ABStudy forms as required</li> <li>Maintain Monitor database and order student SmartRider cards for incoming students or replacement cards as required</li> <li>Allocate incoming Year 7 students to Homerooms in collaboration with the Deans</li> <li>Assist with administration duties as requested from HOLAs, Deans and the Administration Manager</li> <li>Assist in the archiving process of student information</li> <li>Compile the Daily Bulletin for Secondary</li> <li>Manage the Secondary online Newsletter</li> <li>Maintain administration stationery and cleaning supplies</li> <li>Undertake and maintain a working knowledge of Primary Student Services role</li> <li>Other duties as directed</li> </ul>
<b>Key Performance Indicators:</b>	<ul style="list-style-type: none"> <li>Timely, efficient and effective support to the administration area in accordance with priorities and agreed outcomes.</li> <li>Attend to all visitors in a timely, professional and friendly manner.</li> <li>Demonstrated adherence to confidentiality.</li> <li>Evidence in contributing to and supporting the administration area to achieve its goals.</li> <li>Other KPI's will be agreed with your manager through the induction process and ongoing professional conversations.</li> <li>Always act in a manner that seeks to enhance the safety culture of the School. Participate in Work Health and Safety induction and training.</li> </ul>
<b>Selection Criteria:</b>	<ul style="list-style-type: none"> <li>Excellent communication and organisational skills</li> <li>Excellent telephone manner</li> <li>Ability to handle complaints, crises and conflicts</li> <li>Ability to work cooperatively and collaboratively as a member of a team</li> <li>Ability to work with a caring manner towards the students</li> <li>Strong computer literacy, including Microsoft Office suite</li> <li>Professional personal presentation</li> <li>Ability to prioritise, demonstrate initiative and take a proactive and flexible approach to tasks</li> <li>Possession of a current Advanced First Aid Certificate or the willingness to obtain one</li> <li>The Working with Children (Criminal Record Checking) Act 2004 applies for anyone working in child related employment</li> <li>National Criminal Record Checking (except Teaching staff)</li> <li>Willingness to positively and actively contribute to the Christian culture of the School</li> </ul>



I understand and accept the responsibilities as outlined in this Job Description.

Signed:

Date:

*This document was approved by HOC 23/01/2026*



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*The below information is not required to be printed*

Version	Date	Review Date	Author	Comments	Approval
3	Jan 2026	Jan 2028	P&C	Amendments	HOC
2	Sept 2018	Aug 2020	Valery Wells	Rebranding	E-Team
1	July 2014	July 2015	Maria Moraitis	New	CFO