

Title	Middle School Student Services	Career Group	Administration and Wellbeing
Classification Level	3.1 (12-14)	Immediate Responsible Officer	Deputy Heads of Middle School
Sub-school/Location	Middle School – Salisbury East	Executive Leader	Head of Middle School

PURPOSE OF THE POSITION

The Student Services Officer is accountable to the Head and Deputy Heads of Middle School and contributes to the provision of quality student services and administrative support to our Middle School community, that reflects well on the reputation and image of Tyndale Christian School.

ADDITIONAL REPORTING RELATIONSHIPS

The Student Services Officer works closely and cooperatively with the Personal Assistant to the Head of Middle School.

A CHRISTIAN EXAMPLE

Each employee is required, in connection with their work, to behave in a manner consistent with the principles and beliefs and in accordance with the Christian ethos of the School, as contained and interpreted in the Vision, Mission, Core Purpose, Statement of Faith and Core Values. They provide a specifically Christian role model and example:

- to all students and families associated with the School, as well as others outside the School community;
- of a faith-filled and Christ-centred life;
- performing their role diligently and with a servant heart; and
- showing that the body of Christ has many parts, and each part has a role to play that other parts are dependent upon, just as each employee is dependent upon others.

In their interactions with students, parents, other staff, contractors and visitors, employees will be sensitive to the needs and circumstances of others, showing grace and forgiveness, and always being prepared to speak or act as an example of a follower of Christ.

SUMMARY OF WORK REQUIREMENTS

1. Provide a warm and active customer service to the Middle School community, including but not limited to:
 - a. Respond to telephone and "in person" enquiries from students, parents, staff, visitors and suppliers in person or by ensuring they are referred to the appropriate person;
 - b. Receive incoming email messages; recording important items, and ensuring its distribution to the appropriate person;
 - c. Prepare outgoing email and text messages, and record important items where requested;
 - d. Assist with the distribution of information within the Middle School and to students and parents/caregivers;
 - e. Arrange external courier services to and from the Middle School, and manage the internal courier deliveries to and from other parts of the School;
 - f. Maintain filing and records management systems; and
 - g. Collect and control cash received and liaise with the Finance Department for its receipt and disbursement.

2. Provide a high-quality administrative service to the Deputy Heads of Middle School, including but not limited to:
 - a. Open, direct and write correspondence;
 - b. Receive, vet and place telephone calls;
 - c. Attend to, and vet, appointments and diary dates;
 - d. Maintain files and records; and
 - e. Other administrative duties, as required.

3. Provide administrative support of pastoral care to the Deputy Heads of Middle School and Middle School Leadership team, including but not limited to:
 - a. Support, monitor and provide feedback regarding student access to the Hub;
 - b. Collaborate with the Pastoral Care and Academic teams to outwork targeted interventions or positive behavioural support plans for students; and
 - c. Assist in the preparation of data and reports regarding attendance and behaviour for parent meetings, teacher conferences, or other administrative reviews.

4. Contribute to the effectiveness of the Middle School Office:
 - a. Oversee and manage the sign-in/sign-out process for students leaving or arriving late to school, ensuring records are updated and accurate in the student management system;
 - b. Monitor student movement within the school during the day (e.g., ensuring students follow proper sign-out procedures when leaving for appointments or other reasons);
 - c. Prepare, distribute, collect and collate information booklets, notices and forms;
 - d. Prepare and distribute rosters/schedules;
 - e. Maintain calendars and liaise with Marketing (and other departments as relevant) to inform wider school calendar;
 - f. Support House group meetings and events;
 - g. Coordinate and update facility bookings within Middle School;
 - h. Issue and collect equipment and education resources;
 - i. Perform or arrange incidental photocopying and laminating;
 - j. Collect, hold and distribute lost property and confiscated items;
 - k. Hold valuables and equipment (e.g. mobile phones) on behalf of students;
 - l. Assist students to meet uniform regulations e.g. nail polish and makeup removal;
 - m. Ensure consistent procedures are upheld (e.g., putting up of flags by students); and
 - n. Other administrative duties, as required.

5. Promote a positive team culture amongst the office staff:
 - a. Manage the Middle School staffroom, ensuring all resources (e.g., food supplies, fridge, photocopier, cleaning products, etc.) are well-stocked and kept in a clean and tidy manner;
 - b. Assist and be willing to be assisted by, other workers in the office during periods of leave, absence or high workload so that overall objectives across the team can be met;
 - c. Maintain healthy team communication, through reminders and ensuring centrality of information; and
 - d. Undertake any other tasks or responsibilities consistent with the role or the grade classification, as directed by the Deputy Heads of Middle School or Head of Middle School.

6. Contribute to a safe and healthy workplace by:
 - a. following OHS&W instructions and policies;
 - b. acting as warden or deputy warden;
 - c. reporting accidents, hazards and/or near misses;
 - d. generally caring for their own safety and that of others, including volunteers, students and parents, that may possibly be affected by actions or inaction; and
 - e. actively participating in rehabilitation and return-to-work programs.
7. Attend professional development and training required by the School, and actively seek opportunities to increase knowledge, experience and skills held.
8. Where appropriate opportunities present, becoming involved in the life of the School, including attendance at staff meetings, and involvement in School events.

ESSENTIAL CRITERIA

Attributes that must be held in order to perform the job to a satisfactory standard.

General requirements

1. Have a sincere faith in Jesus Christ and are involved in their local church community
2. Are passionate about Christian education, integrating a Christian biblical worldview into their everyday, as a witness in their relationships with students and the wider school community

Qualifications, education and professional memberships

1. Current Working With Children Check (or valid predecessor accepted by the Department of Human Services)
2. Responding to Abuse and Neglect training or equivalent

Abilities, aptitudes and skills

1. Exceptional written and verbal communication skills with people of all ages and backgrounds;
2. Confidence with Microsoft Office 365 applications, particularly Word and Excel;
3. Strong conflict resolution skills and experience handling difficult or sensitive situations;
4. Ability to apply critical thinking and problem-solving in challenging situations, particularly when managing unexpected changes;
5. Organizational efficiency and ability to handle multiple, time-sensitive tasks with accuracy;
6. Time management expertise, with a demonstrated ability to prioritize and meet deadlines.

Experience

1. Experience in customer service and/or administration

Knowledge

1. Good understanding of, and commitment to the mission and philosophy of the School
2. Sound working knowledge of Microsoft Office applications
3. Knowledge of first aid practices and emergency responses

DESIRABLE CRITERIA

Attributes which are not essential to job performance, but which enhance or extend performance.

Qualifications, education and professional memberships

1. Certificate IV in Education Support or equivalent, or higher qualifications in administration, education, or student services.
2. First Aid Certification, including CPR and emergency response training;
3. Membership or certification in administrative or student support professional organizations.

Abilities, aptitudes and skills

1. Proficiency in student management systems (e.g., Synergetic, Toddle, or similar systems) for managing attendance, scheduling, and student behaviour data.
2. Ability to work with databases or software to generate reports for analysis of trends;
3. Experience in event coordination, including managing schedules and rosters;
4. The ability to relieve on other days during the week should the need arise may be advantageous.

Experience

1. In a school environment or similar educational setting, with a focus on student administration, pastoral care, or student services;
2. In scheduling and roster management, ensuring effective coordination of resources, and participation in various activities;
3. In administrative support roles, with a focus on scheduling, data entry, and office management.

Knowledge

1. An understanding of school policies related to attendance, behaviour management, and student welfare, with the ability to apply these policies in day-to-day administrative tasks;
2. Familiarity with legal requirements related to student attendance, child protection, and reporting of absences and behaviour issues; and
3. Knowledge of privacy and confidentiality protocols, ensuring sensitive data is handled appropriately and securely.

AGREEMENT

The requirements of this job description are intended to describe the general nature and responsibility of work in this job. These statements are not to be construed as an exhaustive list of all duties, tasks and skills required of the job. This job description should be read in conjunction with the employee's current Employment Agreement and the Enterprise Agreement. Employees will also be required to follow any other job-related instructions and school policies, and to perform other job-related duties requested by their Immediate Responsible Officer and their Executive Leader to support the School's compliance with its legislative obligations. The Immediate Responsible Officer may, through consultation with the employee, vary the responsibilities of the position as required, but within the skills and responsibility levels appropriate to the position.



By signing this job description, I agree that it accurately reflects my role.

EMPLOYEE:	<i>Date</i>
NAME:	
IMMEDIATE RESPONSIBLE OFFICER:	<i>Date</i>
NAME:	
EXECUTIVE LEADER:	<i>Date</i>
NAME:	