TYNDALE CHRISTIAN SCHOOL
God's Truth Prevails
SALISBURY EAST

Position Title	Senior School Student Services Officer	**Career Group**	Administration and Wellbeing
Classification Level	3.1 (12-14)	**Reporting To**	Deputy Head of Senior School
Sub-school	Senior School – Salisbury East	**Executive Leader**	Head of Senior School

Purpose of the Role

The Student Services Officer is accountable to the Head and Deputy Heads of Senior School for ensuring the provision of quality student services and administrative support to the Senior School that reflects well on the reputation and image of the Senior School. The role is required to establish and maintain effective relationships with staff, students and parents/guardians for the effective performance of duties.

Additional Reporting Relationships

In the capacity as Student Services Officer the position works closely and cooperatively with the Personal Assistant to the Head of Senior School.

Located within the Student Hub the role works closely with the Student Futures team.

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.

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Summary of Work Responsibilities

1. Provide a high-quality administration service to the Senior School students, teachers and parents, including but not limited to:
   a. Providing general customer service to the Senior School community;
   b. Preparing, distributing, collecting and collating information booklets, notices and forms;
   c. Preparing, collecting and collating survey, questionnaire and other feedback information;
   d. Preparing and distributing rosters, schedules, calendars and timetables;
   e. Reproduction and dissemination of information;
   f. Maintaining official correspondence records;
   g. Maintaining and developing office filing, record keeping and archival systems;
   h. Performing or arranging incidental photocopying and laminating
   i. Arranging and managing bookings for facilities and equipment;
   j. Issuing and collecting equipment and education resources;
   k. Collecting, holding and distributing lost property and confiscated items;
   l. Maintaining the presentation and organisation of the Student Services area and other student or staff facilities, including displays, notice boards, flag pole;
   m. Updating student attendance and behaviour information on student administration systems;
   n. Administering student rewards and house point systems;
   o. Managing student "sign in / sign out" and "absent / late" records, and assisting lost or leftover students at home time;
   p. Collecting, collating and providing truancy information;
   q. Supporting administration of Senior School evacuations, both live and drill, to ensure the safety of the school community
   r. Assisting with organising and conducting Senior School student, parent or staff functions, including house events, camps, formals, information evenings, ceremonies, assemblies, special function days and carnivals etc.

2. Provide customer service to the Senior School community by:
   a. Dealing with telephone and "in person" enquiries from students, parents, staff, visitors and suppliers by responding in person or by ensuring they are referred to the appropriate person;
   b. Receiving incoming mail and facsimile messages; recording important items, and ensuring its distribution to the appropriate person;
   c. Preparing outgoing mail and facsimile messages, and recording important items where requested;

d. Assisting with the distribution of information within the Senior School and to students and parents/caregivers;
e. Arranging external courier services to and from the Senior School, and managing the internal courier deliveries to and from other parts of the School;
f. Maintaining filing and records management systems;
g. Maintaining staff contact details; and
h. Collect and control cash received, and liaise with the Main Receptionist and/or Finance Staff for its receipt and disbursement.

3. Contribute to the effectiveness of the Senior School Student Hub and the whole school by:
   a. Actively supervising students using the Student Hub;
   b. Maintenance of a well-organized Hub kitchen and student resources
   c. Promoting a team culture amongst the staff by assisting 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;
   d. Maintaining team communication; and
   e. Undertaking any other tasks or responsibilities consistent with the role or the level classification, as directed by the Head or Deputy Heads of Senior School

4. Contribute to a safe and healthy workplace by:
   a. following WHS instructions and policies;
   b. reporting accidents and hazards;
   c. 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
   d. actively participating in rehabilitation and return-to-work programs.

5. Attend professional development and training required by the School, and actively seek opportunities to increase knowledge, experience and skills held.

6. Attendance at, and contribution to, staff, team and faculty meetings and, where appropriate opportunities present, becoming involved in the life of the School and 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. Have a passion for Christian education and integrating a Christian biblical worldview into curriculum, pedagogy and their professional witness and relationships with students and the wider school community.

Qualifications, education and professional memberships

To be provided by the school if not already held:

1. Current Working With Children Check (or valid predecessor accepted by the Department of Human Services).

Responding to Abuse and Neglect training or equivalent.

Abilities, aptitudes and skills

1. Good written and verbal communication skills with people of all ages and backgrounds and when under pressure.
2. High level interpersonal skills with ability to deal with difficult customers and negotiate desired outcomes.
3. An attitude of excellence in customer service.
4. Ability to handle emergency situations in a careful and responsive manner.
5. Ability to use initiative and critical thinking.
6. Ability to work effectively both autonomously and as part of a team.
7. Strong organisational, time and project management skills, including ability to develop timelines and multitask.
8. Flexibility and a positive attitude towards change
9. Ability to report/escalate problems that do not fit established procedures.
10. A high standard of personal presentation and integrity.
11. Demonstrated interest in ongoing personal professional development.

Experience

1. Experience in a customer service role

Knowledge

1. Good understanding of, and commitment to the mission and philosophy of the School;
2. Excellent working knowledge of Office 365 applications

Desired Criteria

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

Experience

1. Working knowledge of Synergetic or other student management system.

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 temporarily 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 Signature:	Date:
Print Name:	