

Administrative Officer

Position reports to	Executive Director of Corporate Services
Direct Reports	Nil
Classification	Level B-3, Southern Cross Grammar Enterprise Agreement 2023
FTE	0.4 – 1.0 FTE

About Us

At Southern Cross Grammar, we believe education is most powerful when a student is truly known and their potential is unlocked to shape what comes next. We are an independent, co-educational, non-denominational Foundation to Year 12 school located on a single campus in Caroline Springs, Victoria. Established in 2011, we are a learning community united by a clear purpose: to develop people who make a positive difference in the world. Guided by our values of Respect, Inclusivity, Excellence, and Resilience, our philosophy combines evidence-based teaching and strong relationships to support meaningful growth for all learners.

This work is led by dedicated staff who are deeply invested in each student's learning and development, and who continually reflect on their professional practice to ensure it remains purposeful, informed, and responsive. In partnership with our families, we prepare our students for lives of purpose and impact, grounded in the belief that when students matter, futures shine brighter.

Purpose of the Role

The Administrative Officer will operate within a busy and collaborative team environment, ensuring the smooth day-to-day operation of the whole-school front-of-house functions.

The role provides a blend of administrative, operational and reception services, acting as a key point of contact for students, parents, staff and visitors, and contributing to a professional, welcoming and efficient school environment.

Key Accountabilities of the Role

Administration

- Provide high-level administrative support to school staff, exercising discretion, judgement and confidentiality
- Maintain school administrative systems and records accurately, including student and parent data
- Assist with the administration of excursions and events as required, including following up outstanding Paperly forms with parents
- Support daily organisation tasks, including preparation of CRT resources

- Support student enrolment processes in collaboration with the Registrar
- Manage stocktakes and to assist the Purchasing Officer with whole of school consumables
- Undertake cross-campus deliveries and general operational support tasks
- Provide support to School Nurse and First Aid as required
- Perform other administrative duties as reasonably directed.

Reception

- Ensure the reception desk is attended and the School Office is professionally presented at all times
- Greet and assist all visitors, students and members of the school community in a professional, friendly and welcoming manner
- Answer and direct incoming telephone calls and manage voicemail messages promptly
- Monitor and respond to shared administration inboxes in a timely manner
- Assist students with general enquiries
- Manage visitor and contractor sign-in processes in line with school policies, including oversight of Passtab data
- Process over-the-phone and in-person EFTPOS payments, including receipting
- Distribute deliveries and manage lost property items.

Student Attendance

- Monitor and action all items within the Student Absence inbox
 - Collate and record attendance and late arrivals in Synergetic
 - Generate and manage unexplained absence SMS processes within required timeframes
 - Follow up outstanding attendance rolls and SMS responses
 - Liaise with teachers and sub-school leaders regarding attendance issues
 - Identify trends in student absenteeism and escalate as required.
- All of the above duties may vary from time to time as determined by the Principal.

Key Working Relationships

- Executive Director of Corporate Services and Head of Primary
- Administrative staff
- Corporate Services Team
- Executive Team
- Teachers, students and parents

Health and Safety

Staff are required to:

- Take reasonable care for their own health and safety and that of other staff who may be affected by their conduct
- Demonstrate awareness of Work Health and Safety issues, and have a working knowledge of the School's health and safety policies and procedures
- Participate in Work Health and Safety related training
- Promote a safe working environment by raising work health and safety concerns in a timely manner and reporting any notifiable incident or health and safety matters to the Principal, or member of the OHS committee.

Child Safety

Southern Cross Grammar is committed to creating and maintaining a child safe environment in which students feel safe and are safe.

All staff are required to:

- Provide students with a child safe environment
- Proactively monitor and support student wellbeing
- Have a working knowledge and understanding of the School's Child Safe Policies and Code of Conduct, and any other policies and procedures relating to child safety
- Undertake training to maintain compliance with all child safety legislation, standards and regulations.

Key Capabilities

- Ability to work collaboratively within a team
- Professional presentation and strong interpersonal skills
- Excellent customer service and communication skills
- Ability to prioritise, multi-task and work effectively in a fast-paced environment
- Sound judgement and ability to maintain confidentiality
- Strong organisational skills and attention to detail
- Experience in a busy administrative or school environment (desirable)
- Proficiency in Synergetic, Schoolbox, and related systems, or capacity to learn quickly.

Conditions of Employment

- Relevant qualifications and experience
- Current Working with Children Check
- Current Level 2 First Aid and CPR Certificate, Asthma and Anaphylaxis training or willingness to undertake



- Salary packaging benefits and professional learning opportunities
- Employer superannuation contributions as prescribed under the Superannuation Guarantee legislation
- Southern Cross Grammar is an equal opportunity employer.

Final Statement

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other work tasks, not specifically stated, and the Executive may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the School.