

## Flinders Christian Community College - Position Description

### 1. POSITION IDENTIFICATION

<b>Title</b>	Casual Administrative Services Assistant	<b>Level</b>	2
<b>Campus</b>	Tyabb/Carrum Downs	<b>Agreement/Award</b>	<i>Educational Services (Schools) General Staff Award 2010</i>
<b>Reporting To</b>	Office Manager	<b>Date effective</b>	27 April 2017
<b>Last updated</b>	27 April 2017	<b>Position No.</b>	PC99.2

### 2. INHERENT REQUIREMENT

#### **Purpose**

We bring hope and purpose to our community through Christian education.

#### **Vision**

To be a Transformative Christian Learning Community.

#### **Values**

##### **We value:**

- Love
- Faith
- Integrity
- Humility
- Grace
- Excellence
- Perseverance.

It is an inherent requirement that all persons employed at Flinders Christian Community College must model and demonstrate the reality of the Gospel by the way they undertake their employment responsibilities and by the way they live. Every activity undertaken by the College must be characterised by love, mercy, forgiveness, reconciliation, humility and justice, all elements demonstrated by Christ's life, death and resurrection, which is the core of the Gospel.

All employees must declare their unconditional agreement with FCCC:

- Vision, Mission, Values, Philosophy of Christian Education, Goals
- Biblical Foundations and
- Biblical Beliefs and Principles
- Nicene Creed
- Apostles Creed.

The incumbent must have an in depth knowledge of the ethos of the College and the principles by which it operates and must be willing to support these unreservedly.

### 3. CULTURE AND VALUES

## **Ethos**

All employees are expected to:

- Uphold at all times the practical demonstration of Faith in Christ and the College's underlying Christian beliefs and ethos in dealing with others
- Comply with Biblical standards of equity, justice, fairness and compassion in dealing with others within and beyond the College
- Act responsibly to protect the safety and security of our students and other staff at all times
- Encourage positive behaviours and attitudes in students and others that demonstrate respect for all
- Perform duties in a responsible and professional manner, with due regard for the College's policies and other legal requirements and obligations
- Exert responsible stewardship of College resources
- Promote and protect the College's reputation in the wider community
- Act appropriately when a conflict arises between the individuals personal interest and their duty to the College

You must support the College values conduct yourself in a way which is consistent with the ethos of Flinders Christian Community College.

Specific expectations of employees with Flinders Christian Community College are detailed in the College Policy Handbook which is attached electronically and also located on the Colleges' Moodle intranet. You must support the Flinders Christian Community College policies and conduct yourself in a way which is consistent with the policies and practices of the College.

## **4. RISK AND COMPLIANCE**

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, students and the college. This position description is subject to the Risk Management Strategy/Policy and OHS Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices. To that end the following are also requirements of this role:

- a. Report all hazards observed including any potentially unsafe work practices;
- b. Report all incidents of injury or near miss;
- c. Actively Participate in all professional development and training regarding Risk management and OHS;
- d. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to the College;

## **5. PURPOSE OF POSITION**

The Administrative Services Officer (Casual) reports directly to the Office Manager. The Administrative Services Officer will liaise with all departments and staffing levels of Flinders Christian Community College. This position is responsible for the effective provision of administrative support to the Office Manager with regard to coordination of all matters and activities relating to the Campus Administrative Services and related duties.

## **6. WORKING RELATIONSHIPS**

**Reports to:** Office Manager

**Responsible for:** N/A

## **7. BRIEF SUMMARY OF ACCOUNTABILITIES AND RESPONSIBILITIES**

ACCOUNTABILITIES AND RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
<p><b>OUTCOME: Customer Support</b></p> <ul style="list-style-type: none"> <li>Provide customer focussed support to staff, parents, students and suppliers by providing high level and accurate information, in response to face to face, telephone and email enquiries</li> </ul>	<ul style="list-style-type: none"> <li>To provide excellent customer service to students</li> <li>To provide excellent customer service to College stakeholders</li> </ul>
<p><b>OUTCOME: Financial Management</b></p> <ul style="list-style-type: none"> <li>Assist Business Office with the processing of financial payments in relation to Fees, stationary, bus and events.</li> <li>Update financial information into database and spreadsheets</li> </ul>	<ul style="list-style-type: none"> <li>To provide an accurate and timely record of all financial transactions</li> </ul>
<p><b>OUTCOME: Administrative Support</b></p> <ul style="list-style-type: none"> <li>Manage Student attendance</li> <li>Maintain the reception and waiting areas and undertake reception administrative duties such sending/ receiving messages and emails, circulating and distributing mail and ordering taxis or couriers, when required;</li> <li>Assist with mail-outs, printing requests, production of correspondence and filing as required;</li> <li>Ensure office equipment is maintained in good working condition</li> <li>Photocopying, typing and/or formatting of documents to support the Administration Office in activities and other assistance as required;</li> <li>Ensure that administrative records are promptly and accurately filed.</li> </ul>	<ul style="list-style-type: none"> <li>To provide an accurate and timely record of student attendance</li> <li>To actively contribute to the enhancement and development of the administration of the Front Office, and as such requires sound judgement and the ability to clearly communicate changes in procedure to both staff and students and parents as they arise.</li> <li>Maintain and build relationships with engaged Staff and students, taking a high-level service approach</li> </ul>
<p><b>OUTCOME: First Aid</b></p> <ul style="list-style-type: none"> <li>Care for students and staff in need of medical attention.</li> </ul>	<ul style="list-style-type: none"> <li>To provide a safe and caring response to medical issues in accordance with regulatory requirements</li> </ul>
<p><b>OUTCOME: Process and Compliance</b></p> <ul style="list-style-type: none"> <li>Maintain, update and issue of Keys &amp; swipe cards.</li> <li>Issue and record Purchase book orders.</li> </ul>	<ul style="list-style-type: none"> <li>To ensure that all records are updated in a timely manner</li> </ul>
<p><b>OUTCOME: Operational Requirements</b></p> <ul style="list-style-type: none"> <li>Manage Bus Bookings for excursions/events</li> </ul>	<ul style="list-style-type: none"> <li>To assist the Office Manager to achieve College goals by performing administrative tasks</li> </ul>

<ul style="list-style-type: none"> <li>Assist and participate in the Administration Services group initiatives and projects to support strategic goals of the group</li> <li>Provides administrative support as directed by the Office Manager.</li> </ul>	<ul style="list-style-type: none"> <li>To effectively and efficiently contend with a wide range of questions, situations and administrative requests on a daily basis</li> <li>Administrative support for operational requirements is provided as directed by the Office Manager in an effective and timely manner.</li> </ul>
<p><b>OUTCOME: Administrative Support – Faculty specific</b></p> <ul style="list-style-type: none"> <li>Provide general administration support to the Faculty.</li> </ul>	<ul style="list-style-type: none"> <li>Administration requirements of the Faculty are met in a timely manner.</li> </ul>
<p><b>OUTCOME: Behavioural Expectations</b> All staff are expected to maintain the following behaviours:</p> <ul style="list-style-type: none"> <li>Treat everyone equitably; act fairly with staff and demonstrate respect for diversity</li> <li>Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Interaction with internal and external stakeholders via all forms of communication is consistent with College values, and embeds values in the organisation by the interaction</li> </ul>

## 8. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

### Essential knowledge:

- High level competency in the use of Microsoft Office including Outlook, online resources and database solutions.
- Excellent organisational, time management, coordination, analytical and problem solving skills, together with a demonstrated ability to prioritise workload, work with competing demands to meet deadlines, be flexible in responding to changing work priorities with a demonstrated ability to anticipate and action work.
- High level interpersonal, communication and presentation skills including the ability to provide advice and support required by a range of stakeholders at all levels within and external to the organisation.
- Highly developed customer service skills, with an understanding of cross cultural issues.
- Ability to negotiate and deal with difficult issues in a sensitive and professional manner, coupled with conflict resolution skills; demonstrated ability to use tact and discretion in establishing and maintaining effective working relationships.

### Preferred knowledge:

- Previous experience in an educational setting.
- Must have a current valid Working with Children Check
- Certificate II in First Aid

### Skills

#### • Teamwork/collaboration

Developing and using collaborative relationships to facilitate the accomplishment of work goals.

#### Initiative

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive

#### Customer focus

Making customers (students and parents) and their needs a primary focus of one's actions; developing and sustaining productive customer relationships

#### Managing Work Priorities

Effectively managing one's time and resources to ensure that work is completed efficiently.

**Planning and Organising**

Establishing courses of action for self and others to ensure that work is completed efficiently.

**Attributes**

**Leading/Living the vision and values:**

Keeping the vision and values of Flinders Christian Community College at the forefront of decision-making and action.

**9. POSITION DIMENSIONS**

**NUMBER OF STAFF DIRECTLY REPORTING TO POSITION**

0

**EXTENT OF DELEGATED AUTHORITY**

An employee at this level performs work above and beyond the skills of an employee at Level 1.

**(a) Competency**

Competency at this level involves application of knowledge and skills to a range of tasks and roles. There is a defined range of contexts where the choice of actions required is clear. There is limited complexity of choice of actions required. On occasion, more complex tasks may be performed.

**(b) Judgment, independence and problem solving**

**(i)** Applies generally accepted concepts, principles and standards in well-defined areas. Solves relatively simple problems with reference to established techniques and practices. Will sometimes choose between a range of straightforward alternatives.

**(ii)** An employee at this level will be expected to perform a combination of various routine tasks where the daily work routine will allow the latitude to rearrange some work sequences, provided the prearranged work priorities are achieved.

	<p><b>(c) Level of supervision</b></p> <p>Routine supervision of straightforward tasks; close supervision of more complex tasks. Where employees are working alone, less direct guidance and some autonomy may be involved.</p>
<b>LOCATIONS</b>	Tyabb or Carrum Downs
<b>ALLOWANCES/SPECIAL CONDITIONS</b>	N/A
<b>SPECIALISED EQUIPMENT/SPECIAL LICENCE REQUIREMENTS</b>	Current WWCC for General Staff is part of the requirement of the role First Aid Certificate
<b>OTHER IMPORTANT DIMENSIONS</b>	N/A