



Job Description

Name:	
Position:	Student Services Administrator
Responsible to:	Executive Officer
Functional Relationships with:	Students, parents/caregivers, visitors, all staff
Review Period:	Annually
Hours of Employment:	32.5 Hours per week Monday - Friday 8.00am to 3.00pm Term Time Only
Remuneration:	Admin Grade 2 & Step 1 \$26.45 per hour As per the 'Support Staff in Schools Collective Agreement – 20 June 2022 to 19 December 2024'
Key Responsibilities:	Receptionist Duties Student Management System Student Services

RECEPTIONIST DUTIES

Key Tasks	Expectations	Expected Outcomes
Reception Duties Telephone Visitors	<ul style="list-style-type: none"> Maintain a tidy, welcoming and professional reception area, and all items displayed are up to date. All visitors (including children, parents and family members) to the office are attended to promptly and courteously. Telephone duties are promptly and courteously attended to. Phone calls are directed to the correct person, or messages are taken and delivered when appropriate. Ensure all visitors sign in upon arrival and sign out on departure. 	Clients receive high-quality customer care.
Parent and student liaison	<ul style="list-style-type: none"> Attend to all general enquiries. 	Clients receive high-quality customer care.
Answer-phone	<ul style="list-style-type: none"> Ensure messages are cleared from the answer phone at regular intervals and delivered to the appropriate person in a timely manner. 	Answer phones are cleared regularly.
Mail / Couriers	<ul style="list-style-type: none"> Open incoming mail and distribute daily. Post or courier parcels as required. Sign for and distribute incoming parcels promptly – do not leave them in the reception area at any time. Arrange for the collection of parcels for the courier company. 	Mail and couriers are distributed promptly.
Receipting	<ul style="list-style-type: none"> Ensure all money received is receipted. Ensure money is kept safe at all times. 	School financial procedures are followed.

STUDENT SERVICES

Sick Bay	<ul style="list-style-type: none"> • Manage the sick bay and attend to accident cases and medical emergencies as required for students and staff. • Ensure children are attended to quickly and made to feel comfortable. • Administer basic first aid to staff in the event of workplace injuries, etc. • Seek emergency medical assistance if necessary. • Contact families when necessary. • Keep accurate records according to school procedures. • Attend OSH workplace first aid training where required and hold a current OSH workplace first aid certificate. • Ensure the cleaning of the sick bay is maintained and supplies are available. • Ensure teachers have Health Centre notices • Administer medication to students • Check expiry dates of student medication and general stock • Manage stock and ordering of supplies • Follow up with families to renew medication • Correct student medication is held as per HERO data • Record accident/medical injuries into HERO • Liaise with families regarding medical authority forms • 	First aid needs of staff and students are managed and met according to the first aid training and the school procedures.
Student Management System	<ul style="list-style-type: none"> • Maintain an up-to-date student database for students • Class lists are printed for staff and the leadership team when required. • Caregiver's lists/emergency contact information is kept up to date. • Analyse engagement in community HERO notices to ensure parent/caregiver emails are up to date • Carry out specific data input tasks to support leadership/teachers if required. • 	Student information is accurate and accessible when required.
School Trips	<ul style="list-style-type: none"> • Prepare medical/first aid kits as per SAP form - ensure correct student medication is provided 	School trips are well-planned.
Messages	<ul style="list-style-type: none"> • Messages to the leadership team and teachers are recorded accurately and forwarded to the person in a timely manner. • Messages from parents to children are passed on to the class teachers efficiently. 	Messages are communicated effectively and efficiently.
Recording Absences	<ul style="list-style-type: none"> • Collate messages from the answer phone and the school app. • Record daily absences in HERO. • Support late arrivals and early departures; update HERO. • Check students' absences daily and follow up on unexplained situations. • Enter absences data in the student database daily. • Check class rolls are complete - AM & PM • Send HERO absence messages by 9.20am. • Follow up on unconfirmed absences by 9.45am. 	Ensure student absences are recorded accurately and contact with parents is timely.

	<ul style="list-style-type: none"> • absence notifications via SMS for unknown absences and update records when notified - follow-up phone calls. • Liaise with DP, AP and Attendance Officer as required • Liaise with families for holiday request emails 	
Word-processing	<ul style="list-style-type: none"> • Carry out main office administration paperwork/correspondence when required. 	Ensure high-quality correspondence is done.
Scholastic Book Club	<ul style="list-style-type: none"> • Distribute Lucky Book Club flyers. • Process orders as required. Check and distribute books on arrival. • Update class details with Scholastic when required 	
General	<ul style="list-style-type: none"> • School uniforms • Student cellphones • School lunches 	
School Photos	<ul style="list-style-type: none"> • Liaise with Photolife on school photos. • Communicate process with teachers and families. 	

GENERAL

Maintain good relationships	<ul style="list-style-type: none"> • Maintain a high level of communication with all parties. • Establish and maintain good working relationships with children, families, staff and visitors. • Keep calm under pressure. 	High-quality communications with clients, management and staff is maintained at all times.
Teamwork:	<ul style="list-style-type: none"> • Ensure all actions and interactions meet the expectations of the school vision and values. • Assist others when required in meeting deadlines for the whole organisation. • Provide support to the Executive Officer and Leadership Team as required 	Contribute to the school team in meeting all organisational deadlines.
Work Environment:	<ul style="list-style-type: none"> • Be flexible and adaptable to changes in procedures, systems and regulations. • Be flexible with the changing nature of a school day. • Take responsibility for meeting all deadlines. 	Be willing to assist others in the work environment to provide high-quality service and meet deadlines.
School Developments	<ul style="list-style-type: none"> • To assist as required in new developments in the school. 	Participate in the future development of the school.
Personal Skills	<ul style="list-style-type: none"> • Proven ability to meet deadlines. • Ability to work independently. • Have an excellent customer service manner. • Have excellent proofreading skills. • Proven ability in accurate data entry. • Must be computer literate and have the ability to learn new systems. • Shows initiative. • Ensure that confidentiality in all matters is maintained. • Ability to understand the big picture. 	

Signatures:

Student Services Administrator

Date / /

Principal (for BOT)

Date / /