

Position Description

Title: Attendance and Administration Officer

School Officer Classification SO3

(Term time + 3 weeks)



This Position Reports to: Dean of Students (7-9 and 10-12)

Department: Corporate Staff

Date: 08th March 2023

PREAMBLE

As you join the staff of The Southport School, it is crucial that you understand the underpinning philosophy and aims of this school, its routines and administration, and more importantly, that you actively support the Anglican Ethos of the School.

The School Prayer gives a clear understanding of the School Aims.

*Make us a truly Christian Community where education embraces the whole of life.
With the school may we find acceptance, healing and growth through faith in
Christ and in turn service to others.*

OUR TSS VALUES

We are a TEAM

We work together in a spirit of trust, loyalty, inclusion and mutual respect. We persist and encourage each other to do our best each day.

We are a community of SCHOLARS

We learn every day and our interests and different approaches bring diversity of opportunity and enrich our understanding of the world.

We are here to SERVE

We contribute positively to our classes, our teams, our school, our families, and our communities, learning to lead and to improve the world in which we live.

PURPOSE OF THIS DOCUMENT

To provide the team member with a list of the duties of the job, together with the framework against which your performance on the job will be assessed.

If you do not possess the skills needed to perform your duties, the Headmaster will be responsible for the provision of further training, supervision and instruction to ensure your level of performance improves.

As part of the team you will be expected to know the policies and procedures that govern some of the tasks you will be performing.

STUDENT PROTECTION IN ANGLICAN SCHOOLS

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God.
- Every child: loveable and loved, unique and unrepeatable.
- Outstanding education for the flourishing of people and the good of community.

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive, and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people.
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm where it exists; and
- respond swiftly and appropriately to any concerns, disclosures, allegations, or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

DUTIES AND RESPONSIBILITIES FOR THE POSITION

This part of the document outlines the responsibilities required to competently perform the duties of the position. Of course, you will also be required to perform any other duties that your School Executive Management or their delegate may direct you to perform, and which could reasonably be considered relevant to the position.

DUTIES PERTAINING TO THE SOUTHPORT SCHOOL

Goals: To ensure all school policies and procedures are complied with by:

- Complying with legal obligations of an education establishment.
- Compliance with the Student Protection Policy and Procedures
- Complying with established industrial relations practices and requirements.
- Delivering a high quality of service.
- Identifying and assessing the needs and expectations of others.
- Encouraging the achievement of individual educational excellence with students.
- Ensuring the high standards expected of students in dress, manner and behaviour are adhered to.
- Ensuring that the well-being of all students in the program is closely monitored, and any concerns are reported to the appropriate support and leadership staff.
- Understanding that at no time does any worker have the authority to reprimand any student or any co-worker, but to take responsibility to report any issue to the Dean of Students or any member of the School's senior management panel.

GENERAL DUTIES AND RESPONSIBILITIES

Overview:

This role provides a 'first port of call' and 'front of house' service to students, parents, and staff regarding the attendance of students on the senior campus, as well as providing administrative support assisting the boarding community, and general student operations, movements, and activities across the School.

The role requires empathy, compassion, sensitivity, and confidentiality ensuring that students, parents and staff can access the Student Services area and be welcomed, made to feel comfortable, safe and cared for as well as know that the purpose for their visit is managed professionally and respectfully and with discretion.

This role must have a high degree of accuracy, attention to detail, and the ability to interpret data, identify trends, and report comprehensively using analysis to the Deans specifically in relation to student attendance which can be complex subject to the operations of the school and school calendar. In addition, advanced administrative skills and capability will be highly valued in a very fast paced and everchanging environment.

ATTENDANCE and FRONT OF HOUSE

Goal:

To ensure that attendance is managed and reported accurately daily across the academic year as well as presenting a professional front of house office and environment where guests and visitors to the School are greeted appropriately and professionally.

Tasks:

- Responsible for daily attendance reporting including following up on daily student absenteeism with classroom teachers, mentors, and Housemasters as required.
- Provide/present analysis of attendance data over a week, term, semester to assist Housemasters, Deans and the Wellbeing Health team to assist and work with students with trending high absenteeism.
- Undertaking student services front of house duties and functions such as:
 - Greeting and signing guests and visitors in and out of the school on each visit.
 - Managing the student services switchboard - answering calls and directing callers appropriately, clearing the message bank frequently, and redirecting calls appropriately.
 - Contacting parents regarding attendance, student illness or welfare.
 - Ensuring the front of house space and office surrounds are tidy, well organised at all times and presented to a professional standard expected of all common public areas of The Southport School.

BOARDING ADMINISTRATION

Goal:

To provide a high level of administrative support to the Dean of Boarding, boarding students and their families as a key point of contact in the School for daily operations, queries, concerns and school matters.

Tasks:

Provide general administrative support to the Dean of Boarding which includes:

- Regular review of activity numbers, bus bookings, dining hall meal arrangements and timings.
 - Making transportation bookings for all activities when required, boarders surf bus weekly, airport transfers, and social activities.
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- Assisting with booking boarding staff onto relevant professional development programs – ABSA Duty of Care and following up with resident staff following completion – uploading of details into ERM.
- General office operations i.e. ordering of stationery and other resources through the internal online ordering facility as and when required.
- Preparing boarding reports and travel forms as required, this may include assisting with census, Abstudy requirements and other statutory reporting that may occur or require assistance with.
- Post messages for the boarding community on School Box or as directed or advised by the Dean of Boarding.
- Providing administrative and logistical assistance for Boarder events and liaising with the Events Coordinator where necessary.
- Attend the Boarding Housemasters meetings weekly to take minutes and assist the Dean of Boarding in setting weekly agendas.
- Managing all contact with parents with regards to end and start of term airport travel arrangements and weekly Northern Rivers Bus services and any other key end of term transport arrangements.
- Liaising with St Hilda's School regarding boarding bus travelling times.
- Providing transport fees to accounts receivable for the student fee uploads.

STUDENT WELFARE

Goals:

To ensure that all and any student that arrives in Student Services is treated in a professionally and with warmth and with respect, sensitivity, discretion, and confidentiality. Interpersonal skills and emotionally intelligent communication is essential.

Tasks:

This role will be required to:

- Provide pastoral care and support to students as and when required as a member of the Student Services team.
 - Ensure that the physical, emotional and mental health of the student in their care is efficiently evaluated to the extent that it can be, and any concerns reported immediately upon student presentation in Student Services.
 - Confidently and appropriately supervise students in the student services area as and when required.
 - Find and retrieve students from classes as and when required.
 - Ensure a very high level of discretion, sensitivity, strict confidentiality and privacy protocols across all functions.
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WORKPLACE HEALTH AND SAFETY

Goals:

To ensure a safe and healthy work environment is provided for students, employees and visitors to The Southport School and that all areas in the control of the Facilities Manager are in compliance with the current legislation by:

- Complying with the Workplace Health and Safety Legislation and Regulations.
- Complying with The Southport School Workplace Health and Safety Policy
- Implementing documented basic safety practices.
- Implementing documented basic security practices.
- Implementing hygienic practices through adherence to policy and procedures.
- Preventing hygiene risks and problems through adherence to policy and procedures.

EMPLOYEE RELATIONS

Goals:

To display positive interpersonal skills needed for the delivery of quality service, with a particular emphasis on communication and teamwork by:

- Communicating effectively one on one in the workplace.
- Communicating effectively in the workplace.
- Participating effectively as a member of a team.
- Presenting a positive image of the School.
- Providing confidential employee and client relations for counselling and any grievance procedure that may take place.
- Presenting a professional and dynamic image to employees, clients and visitors to The Southport School at all times.
- Initiating and driving the business forward by directly representing the School's ethos and motto.

SKILLS AND EXPERIENCE:

- Advance skills in the use of Microsoft products including Excel, Word, PowerPoint.
 - Strong time management and prioritisation skills – the ability to multi-task, meet deadlines, and work within agreed timeframes
 - Professional and well-rounded written and verbal communication skills – ability to draft a professional standard of correspondence.
 - Must have a high degree of personal and professional presentation.
 - Demonstrated problem-solving abilities (a solution focused approach), and the ability to adapt to meet the operational needs of the different situations and occasions as and when they arise.
 - The ability to work within and for a number of teams, and in support of senior staff members coupled with the ability to work independently and efficiently.
 - Relevant qualifications and/or experience to meet the requirements of the position.
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SELF MANAGEMENT

Goals:

To demonstrate the very highest level of personal insight, initiative and maturity in all that is done and to display a sense of flexibility and willingness to work as an integral member of the team.
