



CORPUS CHRISTI
COLLEGE

Student Services Officer

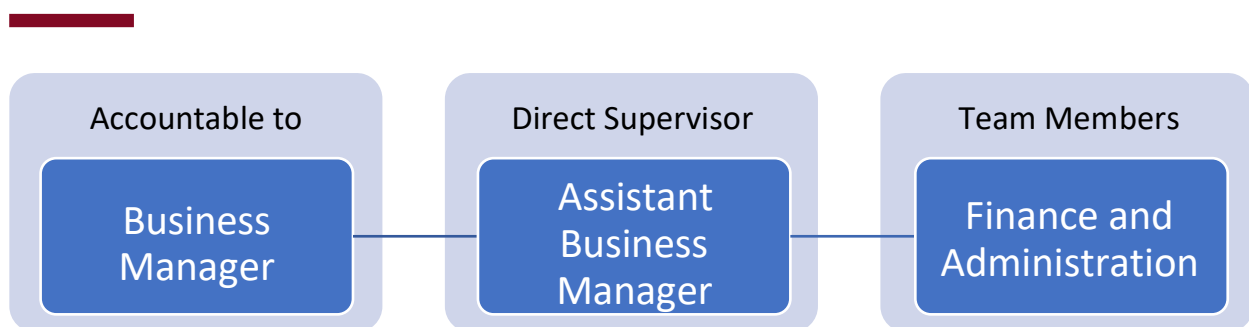
POSITION DESCRIPTION

Title	Student Services Officer
Team	Finance and Administration
Line Manager	Business Manager
Classification	Level 3 Finance and Administration of the School Employees scale of <i>The Roman Catholic Archbishop of Perth Non-Teaching Staff Enterprise Bargaining Agreement 2014</i>
Hours of Work	Full Time, 37.5 hours per week Term- time (40 weeks a year) With an additional 5 days worked in the school holidays

The role of Student Services Officer at Corpus Christi College is an integral part of the Finance and Administration team, providing students and staff with high-level support in areas such as the provision of first aid, data entry, overseeing student medical plans and medication, and general administration duties. The Student Services Officer will operate the Student Services desk, working in a small, busy team, where confidentiality and discretion are essential. Being exceedingly well organised and flexible to changing demands are essential skills for the position.

A well-presented, focused and organised individual with a 'can-do' attitude is required. Experience with student administration in an educational institution is essential, as is a customer-focused approach to service and high attention to detail. Effective time management and communication is also key for this role, alongside tact, initiative and integrity. Experience with SEQTA and AoS databases is highly advantageous.

ACCOUNTABILITY AND RELATIONSHIPS



RESPONSIBILITIES AND DUTIES

The key responsibilities of the role include (but are not limited to):

- Provides an efficient and friendly reception and telephone answering service for the school.
- Ensures effective administration support and coordination of systems and processes is provided. For example, notices, correspondence and other materials are accurate and timely, the distribution, collection and collation of student information is processed effectively.
- Ensures student information school databases, records and other information systems are accurate and up to date, including student filing.
- Manages the sick bay, administers first aid and communicates with parents when students are ill. This includes:
 - distributing first aid kits and personal medical kits for excursions
 - changing and laundering of bedding
 - provision of first aid care to ill and injured students who present to the sick bay or need attention at other points on the College property
 - oversight of student Medical Health Plans and the administration of student medication as required
 - maintenance of accurate and complete first aid records
 - communicating with parents/guardians of students presenting to sickbay
 - organising transport for ill or injured students and staff
 - follow up protocols for students with significant illnesses or injuries
 - maintaining an accurate inventory of all medical supplies within sickbay.
- Managing student attendance records, this includes data input, liaising with Heads of Year and providing follow up as required.
- Weekly attendance reports for Heads of Year, Deputy Principals and incomplete roll report to Director of College Operations.
- Ensures effective working relationships are developed and maintained with internal and external stakeholders.
- Liaises with the Enrolments team on matters concerning student withdrawals.
- Manages lost property, borrowing cupboard, student locks and Smartriders and updates any information on AoS.
- Other duties as assigned by the Business Manager

REQUIRED SKILLS (SELECTION CRITERIA)

SKILLS

- Minimum two years' experience with student administration.
- Excellent attention to detail.
- Excellent communication and interpersonal skills, especially in the student context.
- Demonstrated organisational skills, including the ability to successfully prioritise and manage multiple tasks concurrently.
- Intermediate-advanced proficiency with Microsoft Office, primarily Excel (specifically data handling), Word (including mail merge) and Outlook (including calendars).
- Experience in, or sound understanding of, the secondary education environment.
- Ability to provide excellent customer service to internal and external community members.
- Sound knowledge of, or ability to understand and monitor, official reporting requirements relating to students.
- Experience using email. Experience with EDVAL, SIRS, SEQTA and AoS databases is highly advantageous.
- The ability to manage and triage first aid priorities effectively and efficiently, escalating treatment when necessary.

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ABILITY TO:

- Be flexible and responsive to changing demands.
- Organise and set priorities for various activities to meet required deadlines.
- Take an objective approach to challenges and use initiative.
- Operate with the strictest of confidence.
- Provide positive, enthusiastic support to staff, students, parents and members of organisations associated with the College.
- Be a good listener and be able to transfer a message accurately and effectively.
- Be a team player with experience working within a team and independently.

APTITUDE:

- A personal commitment to the College Vision, Mission and Values.
- Have a full understanding of how to securely handle and manage the personal data of staff and students.
- Be a lateral thinker, proactive and be prepared to undertake an innovative approach.
- Have an interest in supporting others and providing exceptional levels of service to a student body.
- Have a natural affinity with people and developing successful relationships.
- A willingness to do what it takes to get the job done, coupled with a flexible approach and pleasant manner.

QUALIFICATIONS



Essential

- First Aid Certificate (training will be provided if not already attained)

Preferred

- Asthma, Epilepsy, Diabetes Management, Anaphylaxis training

ACKNOWLEDGEMENT



I have read and understood this position description and accept its contents.

Employee signature _____ Date ____/____/____

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