



WEST COAST STEINER SCHOOL

POSITION DESCRIPTION

ADMINISTRATIVE SUPPORT OFFICER

Position Summary

The role of Administrative Support is to provide reception services to ensure the smooth day-to-day running of the school. This support includes providing high-quality, confidential, and friendly service to staff, students, parents, and visitors. The role includes but is not limited to general administrative tasks and records management, as well as the support of processes such as student enrolment and attendance and the organisation of school events and functions. The role requires a high level of professionalism, excellent interpersonal and customer service skills, and the ability to multi-task with close attention to detail.

Key Responsibilities

Reception

- Provide outstanding customer service, ensuring all enquiries are managed professionally and directed appropriately where necessary.
- Contribute to an atmosphere of welcome, warmth and hospitality for all stakeholder groups
- Maintain a high level of awareness of the school's activities to effectively respond to inquiries and support efficient operations
- Oversee check-in processes for visitors, volunteers and contractors
- Answer incoming calls and emails, take messages and distribute to staff or students as necessary
- Receive and sort incoming mail and process outgoing mail
- Maintain Reception area in a tidy and presentable manner at all times.

Administration

- Prepare and draft correspondence and other written documentation, including School reports
- Maintain and manage documents and files, including filing, copying, printing, storing and archiving
- Distribute documents and school materials as required
- Arrange couriers and deliveries as required
- Support effective use of the School database, including but not limited to
 - maintaining and updating information pertaining to students and other community members, such as emergency contact information, incident reports
 - generation of lists and reports, as required
 - student attendance records, including follow-up of roll marking and contacting parents regarding absences
- Housekeeping of the staffroom and amenities areas, including lost property

School Functions and Events

- Co-ordinate staff functions in liaison with other relevant staff and external agencies
- Assist with School event and function planning, catering and booking facilities
- Attend School events to provide support
- Manage event ticketing and RSVPs

Financial

- Receive and receipt School fees and other monies as necessary (cash, Eftpos and cheque)
- Daily Eftpos Settlement

POSITION DESCRIPTION: ADMINISTRATIVE ASSISTANT/RECEPTIONIST

Medical

- Provide First Aid in response to accidents/incidents sustained by students or staff
- Assist students with daily medication requirements

Key Competencies

- Strong communication skills – written and verbal
- Excellent interpersonal and customer service skills
- Effective organisational skills to deliver on outcomes and tasks within the required timeframe
- Good typing speed and accuracy (>50 words a minute)
- Proficient in the use of Microsoft Office Word, Excel, PowerPoint, Outlook, cloud-based software such as Office 365
- High attention to detail
- Work effectively in a demanding and changing work environment
- Satisfactory level of health and fitness to competently undertake the requirements of the job

Professional Dispositions and Behaviours

- Displays a strong work ethic, undertaking all tasks to the best of their ability
- Manages workload effectively and seeks support if required
- Willingly acquires new skills to undertake additional responsibilities
- Is flexible and adaptable when responding to change
- Responds to challenges – sees possibilities rather than obstacles
- Resolves conflict in a timely and effective manner
- Recognises sources of stress and takes steps to manage own well-being
- Displays an optimistic, enthusiastic and cheerful attitude
- Is approachable, courteous & helpful towards students, parents, staff, others
- Treats all people with kindness, respect and dignity
- Listens thoughtfully and provides opportunities for others to express their needs/viewpoints
- Communicates clearly and professionally in written and oral forms
- Respects people's privacy and confidentiality of information
- Participates collaboratively and equitably in teamwork
- Seeks out and responds appropriately to constructive feedback from others
- Participates positively and productively in School community activities/events
- Reliably meets deadlines, is punctual to School and meetings
- Maintains professional appearance, observing the school dress code and work-safe standards
- Demonstrates a positive attitude toward learning through participation in professionally related experiences.

Qualifications, Registrations and Experience

Qualifications and Registrations

Certificate III in Business Administration or above

Obtain or hold a First Aid HLTAID012 Provide First Aid in an Education and Care Setting certificate

Obtain or hold a Current Working With Children Check

National Police Clearance not less than 6 months old

Experience

Minimum of 2 years' experience in a similar administration role

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Familiarity with school management systems - SchoolPro (current) or TASS (from 2027), is desirable
Understanding of the philosophy of Steiner Education, or willingness to learn, to assist with general parent enquiries, is desirable.

Additional Information and Special Conditions

- On occasions, you may be directed to undertake other duties as needs change or grow, if the duties are consistent with the purpose of this position and any relevant legal and/or industrial obligations.
- The School recognises that Position Descriptions are dynamic, evolving documents. They are reviewed annually or as required, with input from the role-holder.
- Hours of work are from 8am to 4pm
- You will be employed under the Educational Services (Schools) General Staff Award although we pay above these award rates.
- Work attendance outside of usual hours may be required to support events, functions and programs.