

Position Description – Administration Officer	
<b>Organisation</b>	Workers' Educational Association Illawarra
<b>Team</b>	Novo Education Space
<b>Hours of Work</b>	Monday to Friday 8.30am-3.30pm (32.5 hours per week)
<b>Employment Status</b>	Permanent
<b>Employment Type</b>	Part-Time
<b>Location</b>	Shoalhaven Campus (Nowra)
<b>Reporting Line</b>	Head of Campus. (Works closely with and takes direction from the School Administration Manager to implement school-wide administration systems within the local campus context.)
<b>Industrial Instrument</b>	<i>WEA Illawarra Enterprise Agreement 2019</i>
<b>Classification</b>	Schedule D: School Support Staff School Administration Services Grade 4, Level 4.1
<b>Total Remuneration Package</b>	FTE \$62,396.00 per annum (Excluding Superannuation)  Salary Packaging Available ( <i>WEA Illawarra is a Public Benevolent Institution and as such can offer Fringe Benefits Tax exempt salary packaging up to \$15,900 per annum which has the potential to increase an employee's take home pay by reducing the amount of tax paid.</i> )
<b>Benefits</b>	Access to Employee Assistance Program Laptop Motor Vehicle Allowance for approved work journeys (conditions apply) Professional Learning opportunities supported through the year. Flexible working arrangement (conditions apply) First Aid Allowance (As the appointed first aid responder. Conditions as per the Industrial Instrument.)
<b>Date of Approval</b>	2024

### WEA Illawarra Vision

Connected and thriving communities of lifelong learners.

### WEA Illawarra Purpose

Empowerment through learner-centred education and training.

### WEA Illawarra Values

**Integrity:** We assess our practices openly and honestly. We learn from our mistakes and meet our commitments. We value integrity: our actions match our words (we walk the talk), and our work contributes to a greater whole (our sum is greater than our parts).

**Inclusion:** We embrace the work necessary to create equity for all. We acknowledge painful histories, confront biases, change our policies and hold each other accountable.

**Collaboration:** We embrace working together in partnership with each other, students and a wide range of stakeholders. We value bringing together a spectrum of expertise, backgrounds and perspectives which fuels a culture of creativity and innovation.

**Innovation:** We do it the WEA Illawarra way. Our success – and much of the fun – lies in developing new ways of doing things.

### Key Objectives of the Position

The Administration Officer at Novo Education Space:

- Provides excellent customer service in a sensitive and compassionate way, free from judgement and with understanding of the special and complex needs of students enrolled in the school and their parents and caregivers.
- Provides efficient and responsive administration support to the Head of Campus, other Novo Education Space staff, students, parents/carers, visitors and other stakeholders in the learning community, to ensure an optimum school operating environment.
- Prioritises workload and manages time and resources effectively in response to competing demands, in an environment with multiple internal and external stakeholders.
- Works collaboratively with others to facilitate quality learning opportunities for students, aligned with WEA Illawarra vision, purpose and values, and which meets the needs of students and their supporters and the requirements of the NSW Education Standards Authority (NESA), funding bodies and WEA Illawarra.

### Personal Attributes

- Understanding of and ability to work in keeping with the school's trauma sensitive, positive psychology model, maintaining unconditional positive regard for students in the learning community.
- Ability and desire to work collaboratively with others in a multidisciplinary team as well as work independently.
- Enthusiasm, self-motivation, adaptability and ability to use initiative.
- Growth mindset and commitment to self-reflection and continuous improvement.
- Emotional resilience and an ability to foster positive attitudes in an environment of continuous change and competing priorities.
- Respect for diversity with inclusive and culturally safe practice.
- High levels of integrity with the ability to exercise sensitivity, discretion and manage confidential information.

### Key Responsibilities

**Reception and General Administration:**

- Undertake reception duties, including managing telephone inquiries, making of appointments, distributing messages, meeting and greeting of students, parents/carers and other school visitors and implementing safety procedures for visitors and contractors attending the school site.
- Collaborate with and communicate regularly with the Head of Campus regarding daily operational matters, attend relevant campus staff and planning meetings, taking and distributing minutes of meetings as requested.
- Use computer-based desktop publishing/graphic design programs and other technology or equipment to design, layout, print, duplicate and bind campus related publications, resources, learning materials, forms and other documents as requested by the Head of Campus, School Administration Manager or campus staff.

- Prepare general campus-related correspondence and communications as directed by Head of Campus and distribute electronically and/or through post. Collect, distribute and post mail and parcels as required.
- Operate and care for office and/or classroom equipment and machinery, prepare classrooms, meeting rooms and resources as required, and maintain equipment and environments in a clean and safe state.
- Liaise with facility and maintenance personnel to support the smooth coordination of scheduled and unscheduled campus facility and maintenance requirements.
- Assist Head of Campus and teaching and learning staff with the organisation of school excursions, other learning activities, recognition ceremonies and special events, on and off school premises, including due diligence/risk management procedures for excursion providers and venues.
- Manage administration processes related to the School Student Transport Scheme and the Assisted School Transport Program in accordance with Transport for NSW guidelines and procedures.
- Keep accurate records of interactions with students and parents/carers in the student management system and work with the School Administration Manager to ensure records and information management procedures are implemented.
- Work collaboratively with the School Administration Manager to review and monitor administration systems and processes and assist with the documentation of work-related procedures.

#### **Enrolment and Attendance:**

- Assist Head of Campus and School Administration Manager with administration processes for new student applications for enrolment.
- Manage electronic student attendance record-keeping and monitoring according to school policies and procedures, including processing of late arrivals, early departures and absence notifications to parents/carers.

#### **Health and Wellbeing:**

- Act as the campus First Aid Officer, maintaining current first aid qualifications, administering first aid when required and managing campus first aid supplies, equipment and reporting.
- Care for and support sick or distressed students, following procedures for contact with parents/carers and supervision while waiting for parent/carer collection from school.
- Work collaboratively with the Head of Campus and Manager People and Culture to ensure campus compliance with Work Health and Safety and First Aid policies and procedures.
- Assist with the organisation of annual first aid training for campus staff and students (when this is included in the student learning program).
- Work collaboratively with the Leader of Health and Wellbeing to ensure implementation of student medication management system and ensure student health and emergency care plans are in place when needed and are communicated and available to campus staff.
- Understand and fulfil all child safety obligations including managing risk of harm to students, reporting breaches of professional conduct or allegations of reportable conduct, and working with Novo Education Space staff in the development and implementation of initiatives to meet the NSW Child Safe Standards.

#### **Purchasing and Financial Reconciliations:**

- Follow school purchasing approvals procedures and manage purchasing, receiving, distribution, safe and secure storage and stocktaking of campus materials, goods, equipment, furniture, food supplies and other consumables.
- Work collaboratively with the Head of Campus and WEA Illawarra finance team to implement financial reconciliation processes.

#### **General Responsibilities**

- Be an innovative self-starter who actively participates in growth, development, and self-evaluation processes.
- Continue to develop personally and professionally to meet the evolving needs of the position,

career, and industry.

- Abide by and work in accordance with all legislative requirements, guidelines, and policies and procedures of WEA Illawarra.
- Participate in whole school and whole of organisation team activities, planning and evaluation activities, meetings and official events as required.
- Undertake additional duties and responsibilities as directed by the CEO or the CEO's delegate.
- Support the whole of organisation success through developing and maintaining a positive relationship with all other WEA Illawarra team members.

### **Selection Criteria – Education and Experience**

#### **Essential**

- Minimum Certificate III in Business/Business Administration or similar, or combination of experience, education and training deemed to be equivalent.
- Minimum three years' experience in an administration role performing a wide variety of complex administration tasks where discretion and judgement is required.
- Current First Aid qualifications (or willingness to obtain).

#### **Desirable**

- Previous experience working in a primary or secondary school environment or in a not-for-profit or community services organisation.
- Specific training in mental health (eg, Youth Mental Health First Aid, QPR or similar) or in special needs education or community services.

### **Selection Criteria – Knowledge and Skills**

#### **Essential**

- Excellent interpersonal and problem-solving skills and ability to communicate effectively and in culturally sensitive ways (verbally and in writing) with colleagues, young people, parents/caregivers and other stakeholders outside the organisation.
- Highly proficient in ICT skills, including advanced use of MS Word, Excel and PowerPoint; G-Suite for Education; Internet and e-mail; iPads and other educational technology; student management systems/databases; desktop publishing and/or graphic design programs (e.g. Publisher, Canva, Adobe Acrobat, InDesign, Photoshop).
- Demonstrated ability to follow procedures, organise work, effectively manage time, maintaining accuracy and a high level of attention to detail.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting emotional resilience and self-care strategies.

#### **Desirable**

- Interest and/or ability in working with disadvantaged young people, young people with barriers to completing education or at risk of disengaging from education.

### **Selection Criteria – Other**

#### **Work Rights in Australia**

- You will be required to provide evidence of your ability to work in Australia. This will be in the form of an Australian Birth Certificate, Valid Passport or an Australian Citizenship Certificate.

#### **Working With Children Check and National Police Check**

- This position is designated as child-related employment. You will be required to provide a valid and current NSW Working With Children Check (WWCC) clearance for paid employment.

- The successful applicant may be required to undergo a National Police Check prior to commencement of employment.

### Use of Private Motor Vehicle

You may be required to use your private motor vehicle for the purpose of carrying out the responsibilities of your position. On these occasions, WEA Illawarra will pay a motor vehicle allowance on a per kilometre basis, according to WEA Illawarra’s Policies and Procedures.

Evidence of your unrestricted driver’s licence, the current registration of your private motor vehicle, CTP Green Slip insurance and Comprehensive Motor Vehicle Insurance must be provided prior to using your private motor vehicle for work purposes.

### Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

It is a requirement that you advise WEA Illawarra if you have any injuries, illness, disorder, impairment, condition or incapacity which could be aggravated by the type of employment for which you are applying. The existence of a pre-existing condition will not preclude you from employment unless you are unable to perform the Inherent Requirements of the position. We encourage you to discuss this with WEA Illawarra to assist in the process of identifying any reasonable adjustments which could be made to enable you to perform the duties of the position. WEA Illawarra wants to place you in the best situation to use your skills effectively in the position.

Following is a table which outlines the main physical and psychological Inherent Requirements of the position.

Element	Key Activity	Frequency
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>• Work in a team environment with people from differing professional backgrounds</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>• Work independently, manage time effectively and respond flexibly to meet requirements of the position</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>• Take direction from Team Leader and Leadership Team members</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>• Work in different geographic locations and unstructured environments</li> </ul>	Occasionally
	<ul style="list-style-type: none"> <li>• Work within the span of hours from 8:00am – 6:00pm</li> </ul>	As required
	<ul style="list-style-type: none"> <li>• Work extended hours in response to need, scheduled project activities or emergent situations</li> </ul>	Occasionally

	<ul style="list-style-type: none"> <li>Work in an open plan office environment with distractions and noise</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Sit at desk and use a computer or sit in meetings for extended periods</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Use a variety of body postures including reaching overhead or forward, bending of back, rotating of neck, lifting and carrying equipment or resources over short distances</li> </ul>	Daily
<b>People Contact</b>	<ul style="list-style-type: none"> <li>Work with students who have been impacted by trauma, may have a mental health, substance use or behavioural disorder, learning difficulties, are neurodivergent or who may have another physical, sensory, cognitive, or social-emotional disability</li> </ul>	Regularly
	<ul style="list-style-type: none"> <li>Be exposed to information regarding student personal history and experiences that could be emotionally distressing, requiring you to respond effectively and manage your own emotional resilience</li> </ul>	Regularly
	<ul style="list-style-type: none"> <li>Participate with colleagues and team leaders in the giving and receiving of feedback for the purpose of improving skills and professional practice</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Undertake performance planning, training, and professional development activities</li> </ul>	Regularly
<b>Administrative Tasks</b>	<ul style="list-style-type: none"> <li>Undertake administrative tasks which may include the following: computer work, making telephone calls, filing, and updating student records, organising, and participating in face-to-face and online meetings and concentrating for long periods of time</li> </ul>	Daily
	<ul style="list-style-type: none"> <li>Use technology, including photocopier, printer, telephones, laptops, iPads, data projector, speakers, online learning platforms</li> </ul>	Daily
<b>Transport</b>	<ul style="list-style-type: none"> <li>Use public transport, including trains and buses</li> </ul>	Occasionally
	<ul style="list-style-type: none"> <li>Drive vehicle privately owned or company vehicle over short and long distance and in all traffic and weather conditions</li> </ul>	Occasionally

## Work Health and Safety

WEA Illawarra is committed to providing a safe and healthy workplace for its workers, students, and visitors. All staff members of WEA Illawarra have a collective and individual responsibility to work safely and be engaged in activities to help prevent injury and illness.

In addition to the major accountabilities and responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction given by WEA Illawarra.
- When and if required identify, assess, and eliminate risk or reduce risk within the College's places of work.
- Report, record and follow-up on all reported hazards accurately and in a timely manner. Ensure hazards are effectively controlled.
- Demonstrate a commitment to continuous Health and Safety improvements.