



## Flinders Christian Community College - Position Description **Administrative Services Assistant**

### 1. POSITION IDENTIFICATION

|                     |                                   |                        |  |
|---------------------|-----------------------------------|------------------------|--|
| <b>Title</b>        | Administrative Services Assistant | <b>Level</b>           | 2  |
| <b>Campus</b>       | Tyabb                             | <b>Agreement/Award</b> | <i>Educational Services (Schools)<br/>General Staff Award 2010</i> |
| <b>Reporting To</b> | Office Manager                    | <b>Date effective</b>  | 2018 College Year  |
| <b>Formulated</b>   | July 2018                         | <b>Position No.</b>    | PC116.1  |

### 2. INHERENT REQUIREMENT

#### **Purpose**

We bring hope and purpose to our community through Christian education.

#### **Vision**

To be a Transformative Christian Learning Community.

#### **Values**

##### **We value:**

- Love
- Faith
- Integrity
- Humility
- Grace
- Excellence
- Perseverance.

It is an inherent requirement that all persons employed at Flinders Christian Community College must model and demonstrate the reality of the Gospel by the way they undertake their employment responsibilities and by the way they live. Every activity undertaken by the College must be characterised by love, mercy, forgiveness, reconciliation, humility and justice, all elements demonstrated by Christ's life, death and resurrection, which is the core of the Gospel.

All employees must declare their unconditional agreement with FCCC:

Purpose, Vision, Values, Philosophy of Christian Education, Goals

- Biblical Foundations and
- Biblical Beliefs and Principles
- Nicene Creed
- Apostles Creed

The incumbent must have an in depth knowledge of the ethos of the College and the principles by which it operates and must be willing to support these unreservedly.

### 3. CULTURE AND VALUES

#### Ethos

All employees are expected to:

- Uphold at all times the practical demonstration of Faith in Christ and the College's underlying Christian beliefs and ethos in dealing with others
- Comply with Biblical standards of equity, justice, fairness and compassion in dealing with others within and beyond the College
- Act responsibly to protect the safety and security of our students and other staff at all times
- Encourage positive behaviours and attitudes in students and others that demonstrate respect for all
- Perform duties in a responsible and professional manner, with due regard for the College's policies and other legal requirements and obligations
- Exert responsible stewardship of College resources
- Promote and protect the College's reputation in the wider community
- Act appropriately when a conflict arises between the individual's personal interest and their duty to the College

You must support the College values conduct yourself in a way, which is consistent with the ethos of Flinders Christian Community College.

Specific expectations of employees with Flinders Christian Community College are detailed in the College Policy Handbook, which is attached electronically and located on the Colleges' Moodle intranet. You must support the Flinders Christian Community College policies and conduct yourself in a way, which is consistent with the policies and practices of the College.

### 4. RISK AND COMPLIANCE

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, students and the college. This position description is subject to the Risk Management Strategy/Policy and OHS Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices. To that end the following are also requirements of this role:

- Report all hazards observed including any potentially unsafe work practices;
- Report all incidents of injury or near miss;
- Actively Participate in all professional development and training regarding Risk management and OHS;
- Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to the College.

### 5. CHILD SAFETY

Our College is committed to child safety. We have zero tolerance of child abuse. Our robust People and Culture practices are strictly adhered to ensure that all employees understand their obligations with respect to Child Protection and the College's commitment to keeping our children safe.

**6. PURPOSE OF POSITION**

The Administrative Service Assistant will provide an effective and welcoming reception to members of the Flinders community with a key focus on customer service. General administration and financial duties per operational requirements are key components of this position.

**7. WORKING RELATIONSHIPS**

**Reports to:** Office Manager

**8. BRIEF SUMMARY OF ACCOUNTABILITIES AND RESPONSIBILITIES**

| <b>ACCOUNTABILITIES AND RESPONSIBILITIES</b>  | <b>KEY PERFORMANCE INDICATORS</b>   |
|---|---|
| <p><b>OUTCOME: Customer Support</b></p> <ul style="list-style-type: none"> <li>▪ Provide customer focussed support to staff, parents, students and suppliers by providing high level and accurate information, in response to face-to-face, telephone and email enquiries including those related to payment of fees, sundries, events or functions on campus.</li> </ul>   | <ul style="list-style-type: none"> <li>▪ To provide excellent customer service to students and the College community.</li> </ul>  |
| <p><b>OUTCOME: Management of Student Absences</b></p> <ul style="list-style-type: none"> <li>• Record student attendance on Synergetic and maintains absence records including excursions and tag lists daily.</li> <li>• Sending daily reports to Office Manager and DP.</li> </ul>  | <ul style="list-style-type: none"> <li>• Student movement to and from the College is accurately recorded.</li> <li>• Parent explanations are obtained and recorded for student absences.</li> <li>• Monitor student absences recorded by teachers regularly throughout the school day.</li> <li>• Reporting any anomalies to the teacher or HOS where necessary.</li> </ul> |
| <p><b>OUTCOME: Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Sort and process incoming and outgoing mail, intercampus mail and other deliveries.</li> <li>▪ Collation of all forms and agreements in relation to Business Operations.</li> <li>▪ Perform general administration tasks from the general administration pool as assigned by the Office Manager.</li> <li>▪ Follow up tour data as requested and book staff to perform tours.</li> <li>▪ Managing outlook calendars, bookings and enquiry communication.</li> <li>▪ Process financial payments in relation to Fees, stationery, bus and events.</li> <li>▪ Maintain and reconcile floats, takings and petty cash transactions.</li> <li>▪ Distribute and record Purchase Order books.</li> <li>▪ Update financial information into database and spreadsheets.</li> <li>▪ Daily banking.</li> </ul> | <ul style="list-style-type: none"> <li>▪ Agreements, forms and data reports are distributed, managed to appropriate staff in</li> <li>▪ Provide an accurate and timely record of financial transactions.</li> <li>▪ Collect and distribute agreements and forms to be distributed to appropriate staff</li> </ul>   |

|  |  |
|--|--|
| <p><b>OUTCOME: Operational Requirements:</b></p> <ul style="list-style-type: none"> <li>Provides administrative support for the day to day operations as directed by the Office Manager</li> </ul>   | <ul style="list-style-type: none"> <li>To assist the Office Manager to achieve College goals by performing administrative tasks following the Colleges culture and values.</li> </ul>  |
| <p><b>OUTCOME: Behavioural Expectations</b></p> <ul style="list-style-type: none"> <li>All staff are expected to maintain the following behaviours:</li> <li>Treat everyone equitably; act fairly with staff and demonstrate respect for diversity</li> <li>Be an effective team player who is cooperative and easily gains the trust and support of staff, peers and clients through collaboration</li> </ul> | <ul style="list-style-type: none"> <li>Interaction with internal and external stakeholders via all forms of communication is consistent with College values, and embeds values in the organisation by the interaction</li> </ul> |

**9. WORK RELATED REQUIREMENTS / SELECTION CRITERIA**

**Essential knowledge:**

Previous experience in an educational setting.

Previous experience in Finance is considered advantageous.

High-level competency in the use of Microsoft Office including Outlook, online resources and database solutions.

Excellent organisational, time management, coordination, analytical and problem solving skills, together with a demonstrated ability to prioritise workload, work with competing demands to meet deadlines, be flexible in responding to changing work priorities with a demonstrated ability to anticipate and action work.

High level interpersonal, communication and presentation skills including the ability to provide advice and support required by a range of stakeholders at all levels within and external to the organisation.

Excellent written and oral communication skills and the ability to communicate in a variety of contexts.

An ability to work as part of a team and independently to complete duties accurately and within deadlines.

Up to date First Aid qualification (Level 2)

Current Working with Children Check registration

**Skills:**

**Teamwork/collaboration**  
 Developing and using collaborative relationships to facilitate the accomplishment of work goals. Ability to negotiate and deal with difficult issues in a sensitive and professional manner, coupled with conflict resolution skills; demonstrated ability to use tact and discretion in establishing and maintaining effective working relationships.

**Initiative**  
 Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive. To actively contribute to the enhancement and development of the administration of the Front Office, and as such requires sound judgement.

**Customer focus**  
 Making customers (students and parents) and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.  
 Ability to clearly communicate changes in procedure to both staff and students and parents as they arise.

**Managing Work Priorities**

Effectively managing one's time and resources to ensure that work is completed in an effective and timely manner.

Ability to stay calm under pressure and be flexible to handle unexpected circumstances.

**Planning and Organising**

Establishing courses of action for self and others to ensure that work is completed efficiently.

Ability to multi-task and be flexible in a busy environment.

**Attributes:**

Maintain and build relationships with engaged Staff and students, taking a high-level service approach.

Keeping the vision and values of FCCC at the forefront of decision-making and action.

**10. POSITION DIMENSIONS**

**NUMBER OF STAFF DIRECTLY REPORTING TO POSITION**

0

**EXTENT OF DELEGATED AUTHORITY**

**(a) Competency**

Competency at this level involves application of knowledge and skills to a range of tasks and roles. There is a defined range of contexts where the choice of actions required is clear. There is limited complexity of choice of actions required. On occasion, more complex tasks may be performed.

**(b) Judgment, independence and problem solving**

**(i)** Applies generally accepted concepts, principles and standards in well-defined areas. Solves relatively simple problems with reference to established techniques and practices. Will sometimes choose between a range of straightforward alternatives.

**(ii)** An employee at this level will be expected to perform a combination of various routine tasks where the daily work routine will allow the latitude to rearrange some work sequences, provided the prearranged work priorities are achieved.

**(c) Level of supervision**

Routine supervision of straightforward tasks; close supervision of more complex tasks. Where employees are working alone, less direct guidance and some autonomy may be involved.

**LOCATIONS**

Tyabb Campus

**ALLOWANCES/SPECIAL CONDITIONS**

**SPECIALISED EQUIPMENT/SPECIAL LICENCE REQUIREMENTS**

Current WWCC check

|                                   |  |
|-----------------------------------|--|
|                                   | Up to date First Aid qualification (Level 2) |
| <b>OTHER IMPORTANT DIMENSIONS</b> | N/A  |