



# ROLE DESCRIPTION

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## 1.0 POSITION TITLE: School Officer Student Services

1.1. Classification – School Officer Level 4

1.2. Hours – Full Time - Term-Time

## 2.0 PURPOSE / SCOPE OF POSITION – KEY RESULT AREAS

The purpose of the role School Officer Student Services is to provide administrative support and assistance to the Student Services Office and Head of School.

### 2.1 Collaborative Practices & Partnerships

The role holder works collaboratively and in partnership with others, both within and without the College, in the execution and completion of duties and responsibilities

### 2.2 Effectiveness & Efficiency

The role holder completes assigned tasks and duties effectively and efficiently in appropriate and timely manner

### 2.3 Commitment & Confidentiality

The role holder demonstrates commitment to the philosophy, ethos and aims of the College, giving due recognition to aspects of confidentiality relevant to the role and duties undertaken.

### 2.4 Spiritual Life of the College

The role holder participates in College liturgies and is a witness to the Catholic values of the College.

## 3.0 STATEMENT OF RESPONSIBILITY

The position of School Officer Student Services directly supports and assists the relevant Head of School in the operation of the Student Services Office. The role involves interaction with students, and liaison with staff and parents on a range of day-to-day matters.

A Duty Statement is developed and negotiated annually, in collaboration and partnership with the relevant Head of School. The duty statement makes clear the day-to-day expectations of the role, taking into consideration needs of each term of the school year, time allocation for the position and the key result areas.



## 4.0 EXAMPLES OF ACTIVITIES UNDERTAKEN AND/OR DUTIES COMPLETED

Depending upon the needs of the College each term, throughout the school year the position may require the role holder to undertake any or all of the following activities which are an indicative but not exhaustive list:

### Administration

- Maintain accurate and up to date student attendance records, including late arrivals and early departures, including liaising with parents/caregivers when absences of students are unexplained.
- Staff Student Services desk and assist students with any administrative matters.
- Answer general incoming calls and attend to any resulting requests in a timely manner, returning calls to parents.
- Provide support for students who are ill or injured by following the appropriate College protocols in the management and maintenance of the Sick Bay
- Monitor and attend to items of lost property
- Assist in the distribution and collection of various student forms
- Other administrative tasks in support of the relevant Head of School when required.

## 5.0 ESSENTIAL SKILLS

- Relevant experience in a similar administrative position.
- Excellent computer skills, including Word, Excel, email and database management.
- Excellent communication and customer service skills.
- Excellent interpersonal skills in dealing with both students and staff members.
- Ability to work in a team environment and autonomously when required.
- Ability to maintain confidentiality when dealing with information of a sensitive nature.

## 6.0 WORKING WITH CHILDREN SUITABILITY

In accordance with the Child Protection legislation, the role holder must have a current Blue Card, which will be verified prior to commencing employment.

## 7.0 AUTHORITY LIMITS

The position carries no inherent delegated authority regarding expenditure of funds or supervision of other role holders within the College. Expenditure of funds must be in accordance with approved budgets and appropriately authorised.

At all times, the School Officer Student Services acts in accord with Villanova College Student Protection Policy. It is necessary that the role holder exercise judicious and prudent judgment in interactions with students.

## 8.0 REPORTING AND OTHER RELATIONSHIPS

The School Officer Student Services reports in the first instance to relevant Head of School. Other significant relationships exist with the Pastoral Area Leaders, Curriculum Area Leaders, College Leadership Team and Principal.