

Job Title:	Administration & Student Services Assistant		
Classification Level:	School Assistants Salary – Administration Stream		
Campus:	Wynn Vale	Sub-school:	NA
Status:	Permanent	Reporting Relationships:	HR & Administration Manager

The 'King's Way'

King's Baptist Grammar School is the only Baptist School in South Australia providing a complete ELC-Year 12 experience as a part of a Jesus-centred community. We inspire hope by creating opportunities for people and families to do life better, together.

Our Vision of Faith (Visio Fidei) provides excellence in teaching and learning, in a faith-based community, where every student is provided with a breadth of opportunities, empowering individuals in partnership with their families.

King's is a place where people come first; a community workplace that's built on relationships and mutual respect, bringing out the best in each other. A supportive, faith-based work environment strengthened by prayer, devotion and opportunities for spiritual and practical support. We strive for meaningful, individual and professional development that enhances the King's Community.

Our leadership values guide the behaviour, culture and mind-set that underpin the 'King's Way'.

Servant Leadership	Demonstrating Humility and Service by leading with empathy, awareness and a commitment to the growth of others.
Pastoral Leadership	Caring for the person is behind every decision, action and conversation by treating each other with Fairness and Respect .
Accountable Leadership	Being reliable, responsible and building trust with others by acting with Excellence and Integrity.

Position Purpose

At King's, our Administration offices are an important point of contact for staff, students, parents, prospective families, and the wider community. We seek to provide a professional customer service environment. Staff working in these offices are expected to provide a high level of administrative and student support services by being courteous, knowledgeable, and reliable. Staff are required to communicate effectively with all members of the school and to optimally promote and serve the King's community through effective customer care.

Working within the Administration Team, the role requires effective communication skills and a high level of initiative, accuracy and attention to detail.

Key Responsibilities

Administration Officers working work across a range of activities including but limited to the following Key Result Areas (KRAs).

- Administration
- First Aid & Health Services
- Student Services
- Admin Team Support

Staff are expected to work effectively in a team environment and manage their working relationships to ensure all KRAs are achieved. Periodic performance reviews will be undertaken to determine capacity to meet the demands of the role, where additional skills training is required and what level of job satisfaction is being obtained.

Key Area	Key Responsibilities	Key Performance Indicators
Administration	General • Receive incoming calls, take and distribute all messages efficiently to relevant staff and or students. • Undertake administrative tasks as requested by staff and as directed by the Administration Manager • Receive visitors presenting to the school, attend to their requests and refer them to appropriate staff or area if required • Ensure visitors to the school are signed in and given a 'Visitor' lanyard to wear whilst on the school premises and that they are directed to the appropriate staff member/area of the school • Monitor the Admin email and phone messages • Maintain a logical and ordered computer filing system that ensures all Admin and Student Services staff have access to relevant files and documents required to perform their job. • Enter, edit and update student, family and household data in the School Information System ensuring accurate and up to date records that achieve duty of care requirements. • Receipt all monies received from students/parents and manage batches for general receipt items. • Reconcile takings on a daily basis – EFT and Cash • Arrange distribution of deliveries and mail • Other additional administrative duties as directed by Administration Manager	• Approachable, friendly and professional • Proactive and responsive to requests and willingness to undertake tasks as delegated • Calls, enquiries and requests are efficiently, confidentially and politely responded to. • All visitors to the office are greeted in a polite and friendly manner and arrangements made for staff to meet visitors in the office in a timely fashion. • All filing systems kept up to date and maintained in an orderly fashion • Money is receipted and prepared for banking appropriately.
First Aid & Health Services	• Ensure adequate First Aid supplies are available for use and stored in such a manner that is safe yet readily accessible by any person rendering assistance to students. • Ensure Medical Action plans are entered into the database correctly and relevant information communicated to staff as required • Ensure clear labelling of all student medication kept at school. • Administer First Aid to students (and staff when necessary) within the capabilities of training and qualifications. • Ensure a full knowledge and understanding of the school's emergency procedures, policies and legal requirements associated with providing a safe environment for students and staff. • Ensure emergency contact details for	• First aid qualifications are current and meet the demands of the role • First Aid room is adequately prepared at all times with sufficient medical supplies, equipment fully operational and well-maintained • Staff are provided with all necessary first aid kits, student files and relevant information to render assistance in an emergency whilst on camps and excursions • A list of emergency contacts for students is accessible to staff and up to date • Accurate assessment of first aid conditions is made and appropriate assistance provided. • Staff are calm and follow

	students are up to date and accurate in liaison with enrolments staff. • Accompany students or staff members in an ambulance or vehicle to a doctor or hospital as required to provide information relating to medical history and assistance already rendered at the school. • Liaise with parents/care givers of students in relation to managing the ongoing welfare of the student, always ensuring respect is shown to the parent/care giver and their wishes. • Ensure adequate entry of first aid administration details onto SEQTA and completion of Accident and Injury forms as required. • Monitor and support students in the sick room	procedure when delivering first aid • Professional expertise and emergency services are called promptly when required • Parent/caregivers are informed of incidents and followed up in a timely manner
Student Services	• Coordinate and oversee student services responsibilities, responding to all enquiries in a professional, welcoming manner • Provide correspondence, forms and information to students as required • Provide student supervision as required • Provide support to the enrolment department as necessary • Manage daily student absentees for relevant sub-school/s and update information in SEQTA. • Resolve daily absentees, contacting parents/guardians to legitimise absences • Monitor student services phone messages and emails throughout the day and process the data as appropriate in SEQTA. • Monitor student sign in/out process and update information on SEQTA • Record absentee data provided by staff members in relation to off- campus activities. • Provide reports on student attendance as necessary	• Phone/email enquiries are managed promptly, and recipients receive their messages in a timely manner • Students, parents/caregivers are happy with and respect the level of communication and interaction from staff • Absences processed and resolved by end of first lesson each day • Phone messages and emails responded to/processed within 24 hours • Student records are accurate and up to date
Administration Team Support	• Actively contribute as a member of the Administration Team, maintaining effective communication and attending meetings as required. • Contribute to maintaining a professional and high level of customer support within the Administration Team.	• Active and contributing member of the Administration Team. • Communicates effectively with team members. • Contributes and engages in the culture and expectations of the team.

Essential Criteria

1. A personal commitment to the King's Vision, Mission and Values underpinning the delivery of a Christian-based education to students.
2. Relevant work-based experience in a similar role, preferably in the provision of high-level administrative support & customer service.
3. Ability to empathise with and manage the complex demands of a school environment.
4. Ability to manage day-to-day workflow and unexpected situations in an intelligent, flexible and professional manner.
5. High level of discretion and a core understanding of professionalism and confidentiality within the workplace.
6. Strong interpersonal skills that portray a welcoming atmosphere, friendly disposition and helpful manner.
7. A natural affinity with people, developing successful relationships, supporting others and providing exceptional levels of service to staff and students.
8. Ability to show initiative and be flexible and adaptive.
9. Work cohesively in a team environment as well as working autonomously where required.
10. Current Working with Children Check and RRHAN-EC training.
11. Represent the school and its wider community by providing positive, enthusiastic and professional support.
12. Actively support and contribute to a healthy staff culture focused on customer service.

Desirable Criteria

- High level of skills and experience with a variety of computer programs, including Microsoft Office.
- Experience within the education environment and working with associated school management and software systems.

Hours of work

The Administration team is made up of a number of members, hours of work for each role will be determined on a needs basis at the commencement of each school year.

The role is across 44 to 45 weeks of the year (inclusive of 4 weeks paid annual leave). Normal hours are Monday to Friday, 8am till 4pm, however the role requires a degree of flexibility to accommodate various projects, activities and events that may occur outside of normal hours.

The salary and conditions of this position will be negotiated in line with qualifications and experience and are subject to the current King's Baptist Grammar School Enterprise Agreement.