



## Student Services Support and Attendance Officer

Dalyellup College

<b>Position number</b>	00048328
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2024</a> or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services (Level 5)
<b>Direct reports</b>	Nil

### Context

Information about Dalyellup College is available on [Schools Online](#).

Visit [education.wa.edu.au](http://education.wa.edu.au) for information about the Department of Education.

### Key responsibilities

- Provide a Student Services reception function for internal and external stakeholders, including identifying student needs and requirements and referring to appropriate student services staff.
- Develop induction programs and materials and assist with training administrative staff in processes and procedures relating to Student Services.
- Administer the operation of student databases, records and management information systems, including SIS and Compass, ensuring attendance, behaviour, and personal data is current and up to date.
- Maintain the behaviour management information system, analyse data and generate statistical, academic reports and correspondence.
- Work with the Student Services team to develop, implement and review processes and preventative strategies that ensure non-attending and disengaged students participate, and are engaged, in educational programs.
- Collaborate with school staff, parents and the community to identify and monitor student absenteeism and truancy including supporting attendance through regular telephone calls and correspondence and contributing to case conferences and intervention processes to improve student engagement.
- Maintain student-specific case notes, briefing notes and attendance information and prepare reports for the school administration on a regular basis.
- Process attendance related data through school databases and information systems and liaise with the Student Services staff regarding the tracking of non-attending students

- Provide administrative support for incursions, excursions, special events and other projects across school teams, while developing, implementing, monitoring and reviewing administrative functions to ensure efficiency, effectiveness and compliance with Departmental requirements.
- Maintain confidentiality and security of sensitive information and documentation in accordance with Department requirements.
- Under direction, participate in crisis management, administer low level first aid and response duties as required.

### Selection criteria

1. Demonstrated good verbal and written communication skills, including application of customer service principles and practices, and the ability to provide a professional, confidential service to a range of clients.
2. Demonstrated effective planning and organisational skills and experience in providing effective administrative support.
3. Demonstrated ability using computers and a range of application software packages, particularly databases, spreadsheets and word processing.
4. Demonstrated good customer service and interpersonal skills, including the ability to establish and maintain effective working relationships.
5. Demonstrated ability to work unsupervised and in a team environment.

### Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

### Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

### ENDORSED

Date 21 May 2026  
Reference D26/0400991