

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

<p align="center">Public Sector Management Act 1994</p>	<p align="center">Salaries/Agreement/Award Education Department Ministerial Salaries, Allowances and Conditions Award 1983 Department of Education (School Support Officers) CSA General Agreement 2017 or as replaced</p>	
<p>Group:</p>	<p>Public Schools</p>	<p align="center">Effective Date of Document 18 September 2018</p>
<p>Region:</p>	<p>North Metropolitan Education Region</p>	
<p>School:</p>	<p>Aveley Secondary College</p>	

<p align="center">THIS POSITION</p>	
<p>Title:</p>	<p>Student Services Support Officer</p>
<p>Classification:</p>	<p>Level 2</p>
<p>Position No:</p>	<p>00039045</p>
<p>Positions under direct responsibility: Nil</p>	

<p align="center">REPORTING RELATIONSHIPS</p>		
<p>TITLE:</p>	<p>Principal</p>	
<p>LEVEL:</p>	<p>School Administrator Level 6</p>	
<p>POSITION NUMBER:</p>	<p>00037262</p>	
<p>TITLE:</p>	<p>Program Coordinator – Student Services</p>	
<p>LEVEL:</p>	<p>School Administrator Level 3</p>	
<p>POSITION NUMBER:</p>	<p>00037834</p>	
<p>This position and the positions of:</p>		
<p>Title Various</p>	<p>Level</p>	<p>Position Number</p>

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Student Services Support Officer	Level 2	00039045	18 September 2018

CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45 000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/>.

Further context about Aveley Secondary College is available on the Department's website. Please visit <http://www.det.wa.edu.au/schoolsonline/home.do> and enter the school name in the *Find a School* field.

ROLE

The Student Services Support Officer:

- provides administrative support to the Student Services section
- administers student databases, records and management information systems relating to attendance, good standing, uniforms, transfers and personal data
- generates statistical, academic and Centrelink reports and letters
- co-ordinates all administrative tasks for the student services section
- develops induction programs and materials for administrative support staff
- assists with training administrative support staff
- reviews student services processes and procedures to facilitate office effectiveness
- provides administrative support for special projects and across school teams as business needs arise.
- identifies student needs and requirements and refers to appropriate student services staff

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- administers low level first aid and assists with developing emergency medical plans under direction of Program Coordinator Student Services.

OUTCOMES

1. Effective support is provided to the Program Coordinator Student Services in administering and improving administrative and human resources aspects of the Student Services operations.
2. School databases, records and management information systems are accurate, up-to-date and routinely maintained.
3. Effective working relationships are developed and maintained with internal and external stakeholders.
4. Confidentiality and security of sensitive material is maintained at all times.

SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

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

ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment;
- obtain or hold a current Working with Children Check; and
- obtain or hold a Provide First Aid certificate.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

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CERTIFICATION

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

ENDORSED

DATE 18 September 2018
TRIM REF # D18/0421806