

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

<b>Public Sector Management Act 1994</b>	<b>Salaries/Agreement/Award</b> Education Department Ministerial Officers Salaries, Allowances and Conditions Award 1983, Department of Education (School Support Officers) CSA General Agreement 2017 or as replaced	
<b>Group:</b>	<b>Public Schools</b>	<b>Effective Date of Document</b> 21 November 2018
<b>Region:</b>	<b>South Metropolitan Education Region</b>	
<b>School:</b>	<b>Warnbro Community High School Education Support Centre</b>	

**THIS POSITION**

**Title:** Administration Support Officer

**Classification:** Level 2

**Position No:** 00039222

**Positions under direct responsibility:** Nil

**REPORTING RELATIONSHIPS**

**TITLE:** Principal  
**LEVEL:** School Administrator Level 4  
**POSITION NUMBER:** 00014218

**TITLE:** Manager Corporate Services  
**LEVEL:** 4  
**POSITION NUMBER:** 00014683

**This position and the positions of:**

Title	Level	Position Number
Various		

TITLE	CLASSIFICATION	POSITION NO.	EFFECTIVE DATE
Administration Support Officer	Level 2	00039222	21 November 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 Warnbro Community High School Education Support Centre 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 Administration Support Officer:

- administers school databases, records and management information systems, including student transfer and personal data and generates statistical, academic and Centrelink reports, letters and fee schedules
- implements the Department's Enrolment policy and provides input into the development and implementation of college enrolment procedures
- assists staff operating and utilising student databases and systems
- liaises and negotiates with students in relation to their enquiries, applications, courses of study requests, enrolment procedures, initial fees and visa issues
- processes local students enrolment applications
- manages student timetabling, class set up and adjustments as required, under direction of the Deputy Principal
- assists with induction and training of front office school support staff, including the development and delivery of programs and materials

<b>TITLE</b>	<b>CLASSIFICATION</b>	<b>POSITION NO.</b>	<b>EFFECTIVE DATE</b>
Administration Support Officer	Level 2	00039222	21 November 2018

- undertakes student-related activities such as providing information and advice, collecting documentation for enrolment of new students and liaising with bus companies concerning routes
- manages incoming telephone calls, visitor enquiries, diary appointments, meetings, emails and other communications
- provides administrative support for ad hoc special projects and support across School teams as business needs arise.

## **OUTCOMES**

1. Admission enquiries and applications are processed in a timely and accurate manner and databases, records and management information systems are effectively maintained.
2. Professional business relationships are developed and maintained between agents, students and the School.
3. New enrolments and timetabling changes are communicated to staff in an efficient and timely manner.
4. School support staff are inducted and trained as required in operating student management databases and systems, and informed of current policy and procedures.
5. Diary appointments, meetings, interview schedules and phone messages are recorded and managed.

## **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 and experience in the application of customer service principles and practices.
2. Demonstrated good interpersonal skills and the ability to work effectively and constructively as part of a team.
3. Demonstrated experience in the use of computer application systems, including databases, spreadsheets and word processing software.
4. Demonstrated initiative and good organisational skills, including the ability to manage conflicting timelines.
5. Demonstrated skills and experience in providing administrative support.

## **ELIGIBILITY**

Employees will be required to:

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

<b>TITLE</b> Administration Support Officer	<b>CLASSIFICATION</b> Level 2	<b>POSITION NO.</b> 00039222	<b>EFFECTIVE DATE</b> 21 November 2018
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## **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.

## **CERTIFICATION**

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

## **ENDORSED**

**DATE 21 November 2018**  
**TRIM REF # D18/0522444**