



Student Services Support Officer

Dianella Secondary College

Position number	00040855
Agreement	Department of Education (School Support Officers) CSA Agreement 2019 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 5)
Direct reports	Nil

Context

For information about Dianella Secondary College is available on [Schools Online](#).

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Provide administrative support to the Student Services section.
- Administer student databases, records and management information systems relating to attendance, good standing, uniforms, transfers and personal data.
- Generate statistical, academic and Centrelink reports and letters.
- Coordinate all administrative tasks for the student services section.
- Develop induction programs and materials for administrative support staff.
- Assist with training administrative support staff.
- Review student services processes and procedures to facilitate office effectiveness.
- Identify student needs and requirements and refer to appropriate student services staff.
- Administer low level first aid and assist with developing emergency medical plans under direction of Student Services Coordinator.
- Provide administrative support for special projects and across college teams as business needs arise.

Selection criteria

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 and training requirements

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
- obtain or hold a Provide First Aid certificate
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 27 October 2020
Reference D20/0545406