



Administration Support Officer

Warnbro Community High School Education
Support Centre

Position number	00039222
Agreement	Department of Education (School Support Officers) CSA Agreement 2022 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 4)
Direct reports	Nil

Context

Further information about Warnbro Community High School Education Support Centre is available on [Schools Online](#).

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

Key responsibilities

- Administer school databases, records and management information systems, including student transfer and personal data and generates statistical, academic and Centrelink reports, letters and fee schedules.
- Implement the Department's Enrolment in Public Schools policy and procedures and provides input into the development and implementation of college enrolment procedures.
- Assist staff operating and utilising student databases and systems.
- Liaise and negotiate with students in relation to their enquiries, applications, courses of study requests, enrolment procedures, initial fees and visa issues.
- Process local students' enrolment applications.
- Manage student timetabling, class set up and adjustments as required, under direction of the Deputy Principal.
- Assist with induction and training of front office school support staff, including the development and delivery of programs and materials.
- Undertake student-related activities such as providing information and advice, collecting documentation for enrolment of new students and liaising with bus companies concerning routes.
- Manage incoming telephone calls, visitor enquiries, diary appointments, meetings, emails and other communications.
- Provide administrative support for ad hoc special projects and support across school teams as business needs arise.

Selection criteria

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 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 2024
Reference D24/0354902