



Student Services Support Officer

Duncraig Senior High School

Position number	00035624
Agreement	Department of Education (School Support Officers) CSA Agreement 2022 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about Duncraig Senior High School 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 and maintain student databases, records and management information systems relating to attendance, good standing, uniforms, transfers and personal data and ensure information is accurate and up-to-date.
- Generate statistical, academic and absentee reports and letters.
- Collaborate with staff, parents and the community to identify student absenteeism and truancy.
- Liaise with parents/guardians regarding absentee occurrences and reports all unexplained student absences to the Program Coordinators.
- Assist with the implementation of a range of preventative strategies to engage and support non-attending and alienated students.
- Coordinate all clerical tasks for the Student Services section.
- Provide support in the data management of school uniform and student recognition programs.
- Review student services processes and procedures to ensure office effectiveness.
- Provide clerical support for special projects as business needs arise.
- Develop and maintain effective working relationships and community networks with internal and external stakeholders.
- Maintain confidentiality and security of sensitive information and documentation.

Selection criteria

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

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 18 October 2024
Reference D24/0779760