



Student Services Support Officer

Wanneroo Secondary College

Position number	00041279
Agreement	Department of Education (School Support Officers) CSA Agreement 2019 , or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 6)
Direct reports	Nil

Context

Information about the particular school or college in which the vacancy is being advertised is available on [Schools Online](#).

Visit education.wa.edu.au for information about the Department of Education.

Key responsibilities

- Assist with administrative processes that ensure a responsive and effective student support service.
- Provide a Student Services reception function for internal and external stakeholders.
- Identify student needs and requirements and refer to appropriate student services staff.
- Under direction, participate in crisis management and response duties as required.
- Administer the operation of student databases, records and management information systems relating to attendance, good standing, uniforms, transfers and personal data.
- Maintain the behaviour management information system, analyse data and generate statistical, academic and Centrelink reports and correspondence.
- Co-ordinate all administrative tasks for the Student Services section.
- Develop induction programs and materials and assist with training administrative staff in processes and procedures relating to Student Services.
- Provide information to the Principal and Student Services staff, including supporting information for multi-disciplinary team meetings, case conferences, intervention processes, strategy development and student support programs.
- Maintain working relationships with internal stakeholders.
- Develop, implement, monitor, and review administrative functions to ensure processes and procedures are efficient and effective, and compliant with Departmental requirements.

- Provide administrative support for incursions, excursions, special events and other projects across College teams, as business needs arise.
- Under direction, administer low level first aid and assist with developing emergency medical plans.
- Maintain confidentiality and security of sensitive information and documentation.

Selection criteria

1. Demonstrated good verbal and written communication skills, including application of customer service principles and practices, and the ability to provide a professional, confidential service to a range of clients.
2. Demonstrated effective planning and organisational skills and experience in providing effective administrative support.
3. Demonstrated ability using computers and a range of application software packages, particularly databases, spreadsheets and word processing.
4. Demonstrated good customer service and interpersonal skills, including the ability to establish and maintain effective working relationships.
5. Demonstrated 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
- 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 17 March 2021
Reference D21/0156060