



## Student Services Support Officer

John Tonkin College

<b>Position number</b>	00047079
<b>Agreement</b>	<a href="#">Department of Education (School Support Officers) CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager Corporate Services (Level 6)
<b>Direct reports</b>	Nil

### Context

Information about John Tonkin College is available on [Schools Online](#).

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more 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.
- 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 team meetings, case conferences 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:

- 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            7 March 2025  
Reference    D25/0249103