

Accommodation and Administration Officer

Canning College

Position number	00032113
Agreement	Public Service CSA Agreement 2024 or as replaced
Classification	Level 2
Reports to	Manager Corporate Services (Level 5)
Direct reports	Nil

Context

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

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

Key responsibilities

- Facilitate international student access to rental accommodation, including tenancy agreements.
- Liaise with accommodation providers in relation to accessing placements.
- Provide advice, guidance and support to accommodation issues for international students including dispute resolution with real estate agents.
- Liaise with staff regarding individual student progress and attendance in relation to accommodation issues.
- Facilitate the home stay program which incorporates:
 - presenting seminars for prospective home stay providers
 - interviewing and evaluating prospective providers including property inspection
 - confirming legal eligibility
 - facilitating student inspection of home stays
 - negotiating with stakeholders to seek relocation, where necessary
 - managing regular communications with home stay providers regarding student progress and welfare issues.
- Refer students for counselling on behavioural issues, where necessary.
- Provide advice and information on community programs and organisations and facilitate orientation for the students.
- Interview nominated guardians and accompany students to medical appointments, where necessary.
- Deliver presentations at orientation events.

- Negotiate enrolment procedures including:
 - liaising with international agents to confirm student information
 - collating and sending pre-departure documents for international students
 - providing accommodation and travel related administrative support orientation events
 - maintaining the international student database
 - maintaining relationships with relevant industry bodies and providers.
- Provide training and support to international office staff and clerical support for special projects and across College teams as business needs arise.
- Provide administrative support for international and domestic students, staff and external stakeholders, including entering and maintaining student enrolment data, timetables and attendance.
- Undertake reception duties, including responding to enquiries and requests for information from prospective and existing students, parents and education agents.

Selection criteria

1. Demonstrated well developed communication skills (both verbal and written) and interpersonal skills, including the ability to maintain effective working relationships with both internal and external stakeholders and deal with clients from diverse cultural backgrounds.
2. Demonstrated knowledge and experience in administrative and clerical functions.
3. Demonstrated well developed keyboarding and computer skills, including a working knowledge of databases, spreadsheets and word processing.
4. Demonstrated organisational skills and ability to use initiative and work with minimum supervision to meet conflicting timelines.

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 26 June 2025
Reference D25/0558214