

POSITION DESCRIPTION

Date	May 2022
Position Title	Administration Officer
Reports to (position title)	Head of School
Department	Cheshire School

Organisational Context

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

The Reception & Administrative Assistant manages the day-to-day running of the Cheshire School reception and provides administrative support to the School. This is a multi-faceted role reporting to the Head of School with key working relationships with the teaching staff, who may provide direction as appropriate.

In addition to the broad range of administrative responsibilities, this role will be required to communicate effectively with all members of the school community including students and parents, school council members, external suppliers of services to the school and members of the general public.

KEY RESULT AREAS AND RESPONSIBILITIES

Reception, Administration and Operational Management

- Manage the Cheshire School reception area, attending to all enquiries, including answering telephone calls and directing calls to the relevant persons or areas
- Welcome parents, students, staff and visitors and ensuring sign-in processes are followed
- Maintain the reception area and staff room to ensure a clean, tidy and professional presentation and at all times
- Provide administrative assistance to the Head of School, teaching staff and other relevant staff in the Cheshire School
- Provide clerical assistance to Head of School in the management of Cheshire School Budgets, Financial reports and regulatory reporting requirements
- Provide high quality and timely customer service as the first point of contact for parents, including communication of student absences and complaints
- Build and maintain effective relationships with internal stakeholders, students, parents, school council members and school partners
- Provide day to day administration tasks and maintain an efficient filing system, including archives
- Assist the Cheshire team including Teachers with other clerical duties as needed, such as word processing, filing, photocopying and collating.
- Manage incoming and outgoing mail
- Coordinate and manage uniforms, stationery, supplies and equipment for Cheshire
- Maintain prospective student information and new student enquiries in Compass and associated digital files

- Maintain student enrolment information and process updated information in Compass and file accordingly
- Update and maintain accurate student details, including student attendance and other data input using the school system Compass
- Manage onsite meetings and events including room set-up and catering
- Ensure consistency with the Child Safe Standards and respond in accordance with bestchance policies and agreed practices with the support and direction of the Head of School

Safety, People and Team

- Maintain a safe, positive work environment free from discrimination, bullying and harassment
- Work with colleagues in a spirit of co-operation to maintain and continuously improve the standard of the service at Cheshire School and bestchance
- Contribute to an atmosphere of trust and professional respect through an attitude of openness, constructive conflict resolution process and maintenance of confidentiality
- Attend staff meetings and any professional training as identified by the Head of School and Cheshire Management team
- Promote Cheshire and bestchance
- Understand and apply as required the Cheshire School safety and evacuation procedures
- Report all health and safety risks to the Head of School

KEY SELECTION CRITERIA

- Relevant tertiary qualifications and experience; or lesser formal qualifications with experience and knowledge in administrative fields; or a suitable combination of relevant qualifications and experience
- Highly developed written and verbal communication skills
- Proven experience in providing administrative support to Senior Management, including experience in dealing with confidential matters
- Demonstrated proficiency and experience in the use of a range of software applications (e.g. Microsoft Office applications)
- Sound organisational and work planning skills, with the ability to set priorities aligned to Cheshire operational objectives
- An understanding of the primary and/or secondary school system

Other

- A satisfactory current Crime Check
- Current Working with Children Check.
- Current First Aid, Anaphylaxis, Asthma and CPR training