

*“We are a Catholic community of welcome,
connecting faith, family & education.”*



POSITION INFORMATION DOCUMENT

Spanning across multiple campuses and sites on Kaurna land in the western suburbs of Adelaide, Nazareth incorporates an Early Childhood Centre, Reception to Year 12 College, a Pathways & Partnership Centre, and a variety of community and engagement programs.

We provide learning that is holistic, inclusive, lifegiving, and lifelong. Our promise is that students will find their chosen pathway and graduate knowing they matter absolutely, have the power to make the world a better place and influence positive change.

A strong partnership between staff, children and families ensures we are all striving for the same outcomes.

Families are at the heart of our faith and learning environment and we are committed to building community through nourishing family life. It's not just students who get to experience what Nazareth has to offer, as we coordinate a range of programs and initiatives to support and celebrate all members of our community including early learners, graduates, parents, seniors and friends.

At Nazareth we invite our community to a deeper understanding of God through authentic, engaging, and life-giving experiences.

From the Early Childhood Centre to Year 12, we are continually examining the needs of young people as we prepare them for life as critical, informed and motivated contributors to the local community and beyond. In our community diverse cultures and religions are recognised and embraced. We embrace a contemporary approach to faith and learning, where innovation, technology and our environment enable both students and staff to be at the forefront of education.

Grounded by our Catholic beliefs, we aspire to be a living experience of Church, with every family and member of our community at the heart of what we do each and every day.

At the centre of Nazareth's vision is a community who, in partnership with Parish, gathers in prayer and celebration, with the Eucharist, from which it draws its inspiration, as the focus. The Christian message, together with the Catholic traditions and practices, is evident in contemporary, relevant, and diverse gatherings.

At Nazareth every single student and their family is known and celebrated for their unique gifts and talents, and it is our mission to help each young person in our care, seek their passions and follow them.

Position Title:	Student Services Officer
Appointment:	Permanent
Grade:	ESO Grade 3
Hours per Week:	37.5
Weeks per Year:	41
Stream:	Administration
Commencement:	ASAP

KEY WORKING RELATIONSHIPS

- Principal
- College Deputy Principal
- Deputy Principals - Heads of Campus
- Human Resources Manager
- Human Resources Officer and Student Services Coordinator
- Staff
- Students
- Families

BROAD PURPOSE

Under minimal direct supervision whilst subject to the direction of the Principal (or delegate), the position of Student Services Officer is integral to the school community and has a high customer-service focus. This position requires a professional frontline person to handle the flow of students, people, enquiries and administrative activities associated with the day-to-day running of Student Services.

They provide high-quality support across all Nazareth campuses, working in alignment with the College's Vision, Mission, Values and Strategic Plan to ensure smooth, consistent and professional daily operations. The role exists to deliver responsive, student-centred and operational administrative services where they are most needed, contributing to safe, efficient and welcoming student services, reception and key College functions.

DUTY STATEMENT

The Student Services Officer at Nazareth will work in accordance with the Vision, Mission, Values and Aspirations of the Nazareth Strategic Plan.

Duties include, but are not limited to:

- Act as a professional, welcoming and efficient first point of contact for students, families, staff and visitors, both in person and via phone and email.
- Manage front office and Student Services enquiries, exercising discretion and directing matters to appropriate staff or services.
- Support student attendance and movement processes, including monitoring absentee notifications, recording attendance data, late arrivals, early departures, VET and flexible learning movements.
- Assist students with day-to-day Student Services needs, including sign-in/sign-out, passes, lockers, lost property and routine enquiries.
- Act as a designated First Aid Officer and provide timely first aid assistance for students and staff. Maintain appropriate First Aid facilities and accurate First Aid records including confidentiality, accuracy and currency of Medical Emergency Plans for students.
- Perform a range of administrative duties at an advanced level to effectively meet the needs of the school.
- Apply a high level of interpersonal skills, handle enquiries from students, parents, employees, the school community and external parties, making accurate notes and referrals, relaying accurate messages and briefing school leaders relating to appointments as necessary.
- Utilise relevant data systems to maintain student and employee records including medical and emergency contacts, absentee lists, and class rolls, preparing accurate reports as required.
- Actively participate in school events/activities, meetings, required training and professional reviews.
- Undertake other duties, as required by the Principal (or delegate).

PERSON SPECIFICATION

- Commit to upholding and actively contributing to the Catholic ethos of the school.
- Demonstrated comprehensive experience in undertaking a broad range of administrative duties at an advanced level, applying a broad knowledge base incorporating a range of theoretical concepts.
- High level of proficiency in using a computer and applicable programs, particularly Microsoft Office (i.e. Word, Excel, Outlook) and databases and other office equipment to fulfil the requirements of the role.

- High level interpersonal and communication (written and verbal) skills for positive engagement, interaction and collaboration within the team, broader school community and with external parties. Experience in supervising others is expected.
- Ability to take responsibility for own outcomes in relation to specified quality standards and identify and apply skill and knowledge in some depth to most matters, including taking significant initiative and responsibility.
- Experience in working with little direct supervision, take direction on broader technical aspects of the work, and evaluate information and locate, analyse and evaluate information from a variety of sources.
- Experienced in applying solutions to a range of problems, analyse and plan approaches to problems to effectively deliver required outcomes.
- Highly effective time management and organisational skills and ability to plan and prioritise tasks to meet timelines for required outcomes.
- Demonstrated ability to maintain appropriate confidentiality.
- Willingness to positively support school activities/events, attend meetings and undertake required training.
- Ability to follow procedures and actively support others during unexpected situations or emergencies.

SPECIFIC REQUIREMENTS

- Certificate IV in Administration or Business (or equivalent) or demonstrated comparable knowledge and experience in a similar role.
- Act in accordance with the CESA Code of Conduct and the Charter for Staff in Catholic Schools in South Australia
- Hold a current acceptable Working with Children Check (WWCC) clearance & screening to work in Catholic Education South Australia.
- Hold current certification in Responding to Risks of Harm, Abuse and Neglect in Education and Care Settings.
- First Aid Qualification as directed by the school.
- CESA Staff do not need to be vaccinated against COVID-19 as a condition of employment, with the exception of CESA Staff working in High-Risk Settings. CESA Staff are however strongly encouraged to have and maintain an Up-To-Date Vaccination Status in accordance with the ATAGI statement. The vaccination requirement for CESA Staff working in High-Risk Settings is a condition of employment or engagement unless an exemption is approved in accordance with the CESA COVID-19 Vaccination Policy.

WORK HEALTH AND SAFETY

This role is deemed to be a Worker under the South Australian Work Health and Safety (WHS) Act 2012.

As a Worker, while at work you must:

- take reasonable care for your own health and safety
- take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers

(Reference: Division 4, Section 28 – SA WHS Act 2012)

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.