



Position Description Boarding House Administration Assistant

Responsible To	Director of Boarding
Time Fraction	Part time - 9am to 5pm including 30-minute unpaid lunch break School term time only.
Status	12-month contract
Salary and Conditions	<i>School Assistant in line with the Seymour College Inc. 2017 Enterprise Agreement or its replacement and pursuant to the incumbent's contract of employment.</i>

Staff at Seymour College are committed to the following practices which underlie a successful education experience for our students. Where appropriate in their contact with students, administration and support staff will:

- provide an environment that is safe, positive, caring and respectful;*
- be enthusiastic in promoting student learning;*
- encourage all students to develop their independence;*
- encourage critical thinking, problem solving and cooperative practices.*

In their professional practice, administration and support staff will:

- strive for continuous improvement through reflective practice, professional learning and participation in a supportive performance review and development process;*
- adhere to all departmental, College and mandated policies;*
- work collaboratively and positively;*
- uphold the Code of Ethics for Seymour College Staff;*
- uphold the Vision, Values, Traditions and Mission of Seymour College.*

Key Responsibilities

Boarding House Administration Assistant is the first person who greets visitors when they walk into the Boarding House. Therefore, their ability to communicate a warm and professional demeanour is imperative. The Administration Assistant must be an exceptional operator, being able to manage a busy Boarding House office that sees over 100 boarders, including parents and staff who come and go each day. The Administration Assistant must work closely with the Director of Boarding, Boarding House staff, boarders, families, and key support/admin staff within the College.

General Responsibilities

The Administration Assistant will manage the Boarding House office and provide a confidential administration service to the Director of Boarding, ensuring efficient systems are established and maintained.

Key Selection Criteria

A range of criteria will be important for success in this role. These include, but are not limited to:

- Excellent interpersonal skills with regard to communication, personal presentation, professionalism, honesty, warmth and empathy;
- Demonstrated ability to communicate with a diverse group of individuals in a dynamic environment;
- Ability to prioritise workload to meet deadlines;
- Demonstrated ability to perform under pressure and achieve results against reasonable targets;
- Demonstrated ability to work with a number of electronic systems.

General Selection Criteria

- Accuracy, thoroughness and good organisational skills.
- Excellent rapport building and communication skills.
- Ability to respond to queries and exercise tact and judgement in liaising with students and parents.
- High level planning, organisational and time management skills with the ability to manage a diverse range of projects concurrently.
- Excellent word processing and database skills, with recent working knowledge of Microsoft Excel, Word and Outlook.
- Experience with school and boarding specific software will be highly regarded (e.g. Synergetic, Skytrust, REACH).
- Ability to use appropriate ICT resources to facilitate administrative tasks.
- A high level of attention to detail.
- Professional telephone manner.
- Excellent communication skills.

Core Competencies	Key Performance Indicators
<ul style="list-style-type: none"> • Gather, collate and record information 	<ul style="list-style-type: none"> • Information entered on database systems is accurate, understandable, complete and verifiable, and the required data entry privacy procedures are adhered to. • Appropriate sources of information are identified and correctly accessed. • Information is legitimately retrieved from appropriate database systems as necessary and from enrolment and other similar forms.

	<ul style="list-style-type: none"> • Privacy laws or Seymour College Privacy Policy are complied with. • Information collected is sorted and collated according to criteria agreed to with your manager. • Information is accessed and stored according to College policies/practice.
<ul style="list-style-type: none"> • Deliver quality service to customers 	<ul style="list-style-type: none"> • Prompt customer service is provided to meet identified needs in accordance with College requirements. • Appropriate rapport is established with clients to enable high-quality service delivery. • Customers' complaints are handled sensitively and courteously in accordance with College requirements. • Opportunities to enhance the quality of service are identified and taken whenever possible.
<ul style="list-style-type: none"> • Draft and Proofread documents 	<ul style="list-style-type: none"> • Draft and proof-read documents such as letters, directions, manuals, reports, graphs, and flow charts. • Assist with drafting and collating articles for Newsletters including Boarding News and Seymour News. • Use correct spelling, punctuation, and capitalisation; uses appropriate grammar (e.g., correct tense, no missing words). • Express information to individuals or groups taking into account the audience and the nature of the information.
<ul style="list-style-type: none"> • Create and use spreadsheets 	<ul style="list-style-type: none"> • Produce documents following correct College and statutory requirements. • Adhere to College style and presentation requirements. • Refer to online help function and user documentation to rectify document problems. • Create and modify simple charts. • Follow designated timelines and ensure high accuracy when preparing documents.
<ul style="list-style-type: none"> • Create electronic presentations 	<ul style="list-style-type: none"> • Determine purpose, audience and mode of presentation in consultation with content author or presenter. • Identify presentation requirements in terms of supporting documents and equipment. • Design slides, notes and handout masters to incorporate College and task requirements in relation to image and preferred style, in a focussed manner.

	<ul style="list-style-type: none"> • Use software functions for consistency of design and layout, to meet identified presentation requirements. • Balance presentation features for visual impact and emphasis. • Use advanced software features to streamline and customise presentation for different audiences. • Prepare presentation within designated timeline. • Check presentation for spelling and consistency in presentation features and style, in accordance with task requirements. • Print presentation materials in accordance with presenter or audience requirements.
<ul style="list-style-type: none"> • Manage data interrogation 	<ul style="list-style-type: none"> • Accurately reads and enters data, including but not limited to specified WHS data on the Skytrust database.
<ul style="list-style-type: none"> • Deal with conflict and resolve complaints 	<ul style="list-style-type: none"> • Convey an empathetic and helpful attitude using active listening and questioning. • Handle complaints sensitively, courteously and discreetly. • Take appropriate action to resolve the complaint if it is simple and, wherever possible, to the client's satisfaction but elevate to your manager if complex issue or if the client is angry. • If the solution to the conflict or complaint is outside of your scope of responsibility, promptly escalate it to the relevant manager and assure the client that you are doing so.
<ul style="list-style-type: none"> • Support continuous improvement systems and processes 	<ul style="list-style-type: none"> • Maintain records, reports and recommendations for improvement within the College's systems and processes.
<ul style="list-style-type: none"> • Process and maintain workplace information 	<ul style="list-style-type: none"> • Collect information in a timely manner and ensure that it is relevant to College needs. • Use business equipment/technology to process information in accordance with College / Boarding requirements. • Process information in accordance with defined timeframes, guidelines and procedures. • Update, modify and file information in accordance with College requirements. • Collate and despatch information in accordance with specified timeframes and College standards. • Maintain information and filing systems in accordance with College and statutory requirements.

	<ul style="list-style-type: none"> • Identify, dead files in accordance with College and statutory requirements. • Take minutes of meetings and disseminate information to Boarding staff.
<ul style="list-style-type: none"> • Maintain Boarding House client relationships 	<ul style="list-style-type: none"> • Maintain database with relevant fields. • Use active listening to establish rapport with clients. • Investigate and act upon opportunities to offer positive feedback to client.
<ul style="list-style-type: none"> • Assist with events and programs 	<ul style="list-style-type: none"> • Participate in team meetings to plan events and programs. Take minutes of meetings. • Clarify and record team roles, own work role and task responsibilities. • Identify and record requirements for information, material and services during the planning stages. • Complete tasks on time and in accordance with team and work role requirements. • Organise key events, such as the Boarders' BBQ and Boarders' Christmas Dinner. • Tidy and prepare Boarding House for tours and events.
<ul style="list-style-type: none"> • Assist with invoices and accounts 	<ul style="list-style-type: none"> • Prepare and check invoices. • Record and prepare reconciliations for the Boarding House debit card and petty cash.
<ul style="list-style-type: none"> • Manage leave system and monitor boarder attendance during school day 	<ul style="list-style-type: none"> • Ensure REACH is accurate and reflects boarder attendance. • Manage and approve leave according to guidelines. • Communicate with the day school important boarder information (absentees, leave, relevant wellbeing or academic information from duty reports).
<ul style="list-style-type: none"> • Provide pastoral care during school hours 	<ul style="list-style-type: none"> • Provide care and support as needed to unwell boarders or boarders returning throughout the school day.
<ul style="list-style-type: none"> • Support the Director of Boarding 	<ul style="list-style-type: none"> • Assist with appointments & calendar management. • Support with projects and initiatives as required.
<ul style="list-style-type: none"> • Work with a team to achieve goals 	<ul style="list-style-type: none"> • Includes social perceptiveness, coordination, persuasion, negotiation, instructing, and service orientation. • Work as part of a team to achieve mutual goals.

	<ul style="list-style-type: none"> • Develop and maintain good working relationships with supervisors and co-workers.
<ul style="list-style-type: none"> • Work with people from diverse backgrounds 	<ul style="list-style-type: none"> • Is flexible and open-minded when dealing with a wide range of people. • Listen to and consider others' viewpoints. • Alter opinion when it is appropriate to do so. • Work well and develop effective relationships with highly diverse personalities.
<p>Work Health and Safety Key Competencies</p>	<p>WHS Key Performance Indicators</p>
<ul style="list-style-type: none"> • Contribute to health and safety of self and others 	<ul style="list-style-type: none"> • Follow provided safety procedures and instructions when working. • Follow workplace procedures for responding to emergency incidents. • Identify designated persons to whom queries and concerns about safety in the workplace should be directed. • Identify existing and potential hazards in the workplace, report them to designated persons and record them according to workplace procedures. • Identify and implement WHS procedures and work instructions. • Identify and report emergency incidents and injuries to designated persons according to workplace procedures. • Identify WHS duty holders and their duties for own work area.
<ul style="list-style-type: none"> • Apply first aid 	<ul style="list-style-type: none"> • Initial assessment is made of extent and nature of First Aid required from personal observation and/or witness reports. • Initial assessment is reported to personnel/emergency services in accordance with College workplace procedures. • First Aid equipment is operated/applied in accordance with recognised procedures and standards. • Patient's condition is monitored and reported as required by Seymour College procedures. • Treatment is maintained until qualified medical assistants assume responsibility or until the patient is evacuated. • Provide additional assistance as requested by medical/emergency services personnel. • Details of First Aid administered are reported in accordance with Seymour College procedures.

<ul style="list-style-type: none">• Comply with WHS hazard identification, risk assessment and risk control	<ul style="list-style-type: none">• Comply with Seymour requirements under workplace policies, procedures, processes and systems for hazard identification, risk assessment and risk control activities.• Identify hazard management and risk management duty holders and their range of duties.
---	---

Professional Learning

In line with the College’s strategic commitment to professional learning, administration and support staff will:

- Demonstrate a commitment to ongoing professional learning;
- Participate in the College’s performance review and development process;
- Contribute to the performance review and development of colleagues, as appropriate;
- Participate in the College's professional learning program, as appropriate.

Communication and Relationships

As professional members of the College, administration and support staff will:

- Communicate effectively with colleagues;
- Establish effective relationships with members of the College community.

Community

As staff associated with Seymour College, administration and support staff will:

- represent the College in a positive and professional manner.

Other Duties

As part of their professional duties, all staff are expected to:

- attend staff meetings as required;
- undertake other related duties as required.

Performance Review and Development

- All staff at Seymour College participate in a regular performance review and development program to support their professional learning and growth.

As the programs and activities of Seymour College are based upon strong Christian principles and traditions, the successful applicant should be supportive of and comfortable within such an educational environment.