



Position Description

Position	Administrator
Award	Educational Services (Schools) General Staff Award 2020
Classification	School Administration Services, Grade 1
Directly reports to	PA to the Deputy Principal / Head of Campus Manager <i>All professional service positions ultimately report to the Business Manager</i>

This position description summarises the essential responsibilities, activities, qualifications, and skills for this position and may be reviewed or modified by the Principal or their delegate, in response to the strategic direction of the school and the development of skills and knowledge for this position.

Position Summary

Reporting to the PA to the Deputy Principal/Head of Campus, the Administration Assistant's primary role is to provide professional and efficient support across the campus community. This role offers the opportunity to work flexibly within different areas, including the Middle Years, Senior Years, and Main Reception desks, as well as supporting the Business Office, Printroom and other administrative functions.

The role is dynamic, often requiring quick adaptation to cover staff absences and support peak administration periods, such as enrolment times, event coordination, or reporting deadlines. By supporting various teams and adapting to the school's operational needs, the Administration Assistant helps ensure seamless operations and consistently delivers high-quality service across the school.

Key Result Areas

Responsibilities	Performance Outcomes
To promote and enable the Ivanhoe Strategic Vision	The Purpose and Ethos of the Strategic Vision are evident in the observable behaviours and professional practice of all staff at Ivanhoe Grammar School
Provide students with a child-safe environment	A demonstrable understanding of appropriate behaviour and legal obligations relating to child safety. A leader of compliance with the School's Student-Safe Policy and Code of Conduct, and any other policies or procedures relating to child safety
To provide efficient administrative support daily	Administrative tasks are completed accurately and efficiently, supporting smooth daily operations. Mail and communication are managed promptly, ensuring timely internal and external interactions.



Document management is well-organised, with clear, accessible records and accurate data entry.

Transport bookings and calendar management are carried out effectively, meeting the needs of staff and students.

To deliver professional reception and customer service

Reception duties are handled professionally, providing a welcoming environment and prompt service for visitors, staff, and students.

General enquiries (phone calls, emails, in-person) are managed efficiently, with clear, courteous communication.

Reception area is maintained to a high standard, ensuring a positive first impression and a well-organised space.

Assistance across reception tasks is provided as needed, demonstrating flexibility in meeting the school's needs.

To demonstrate flexibility and systems use,

Quick adaptation to various administrative roles and tasks, with a strong aptitude for picking up new systems and processes.

Efficient use of digital tools and software, supporting data entry, communication, and document management tasks.

Available for casual work when required, with a reliable and professional attitude.

Strong organisational and customer service skills, ensuring a positive experience for staff, students, and visitors.

Representing the School

Community relationships are fostered.

Other duties as directed by the PA to the Deputy Principal or delegate

Attend various meetings at the invitation of the PA to the Deputy Principal or delegate

Engage in projects or other duties as directed by the PA to the Deputy Principal or delegate



Key challenges;

- Build on the School's reputation as a contemporary centre of excellence in education
- proactively engage key stakeholders in the community
- strengthen and optimise technology to inform and improve School operations
- develop sustainable systems and processes to deliver a distinctive "Ivanhoe" experience.

Education and experience;

- must hold a current Working with Childrens Check
- have relevant qualifications in area of expertise or equivalent experience in customer service, office administration/management
- possess sound knowledge of school communities, policies, procedures and protocols
- have excellent knowledge of child safety protocols and compliance requirements

Knowledge and skills;

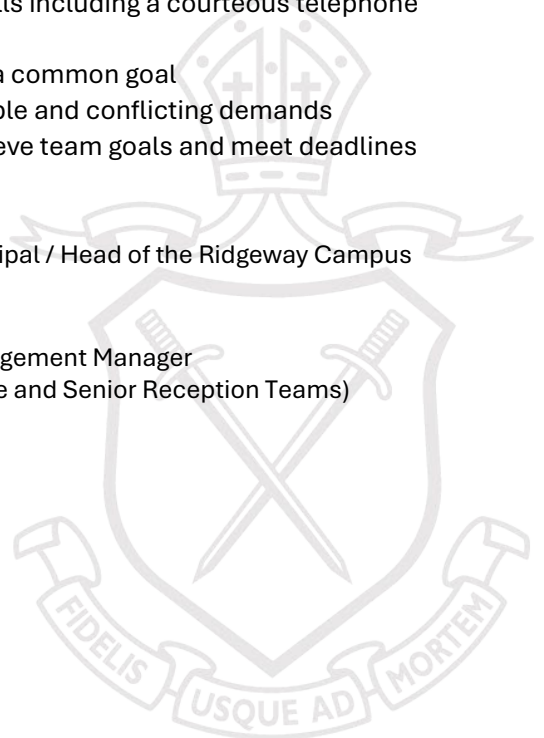
- must have outstanding interpersonal skills including a demonstrated ability to build community
- a strong capacity to consult, collaborate and interact with staff, students and parents / guardians
- highly competent in the use and application of digital technologies, including proficiency using office software, including MS Office Suite and Synergetic (highly regarded)
- demonstrated problem-solving skills and ability to handle difficult situations with tact and diplomacy

Attributes;

- be a suitable person to engage in child-connected work
- a supportive and an avid promoter of the Ivanhoe Grammar School's ethos and values
- have highly developed verbal and written communication skills including a courteous telephone manner
- possess a demonstrated ability to work with others towards a common goal
- personal resilience, enabling effective management of multiple and conflicting demands
- an ability to work independently and as part of a team to achieve team goals and meet deadlines

Reporting Relationships

Reports to:	Personal Assistant to the Deputy Principal / Head of the Ridgeway Campus
Associated Relationships:	Deputy Principal/Head of Campus Registrar Calendar Events and Community Engagement Manager Administration Team (including, Middle and Senior Reception Teams) Director of ICT (Printroom Staff) Students, Parents, Guardians Members of Academic Staff
Team/s:	Professional Services Staff





Additional Information Relating to the Position

Child Safety Commitment

All schools have a moral responsibility for the safety and wellbeing of students. At Ivanhoe Grammar School we take this responsibility very seriously. We are committed to a school culture where protecting children forms a part of our everyday thinking and activity. Protecting students is the responsibility of everyone who is employed at, or is engaged by, Ivanhoe in child-related work. Detailed information about our commitment to child safety and wellbeing, is set out in our code of conduct, policies and procedures located on our Child Safety page.

Committed to child safety, children's wellbeing and protecting children from abuse, the School requires that all staff comply with the School's Student Safety Code of Conduct, Student Safety Policy, Student Safety Concerns Management Procedure, Health and Safety Policy and Respectful Workplace Behaviour Policy.

All teachers and non-teaching staff working directly with or caring directly for students are required to have a working knowledge and understanding of our Child Safety Code of Conduct, Student Safety Policy and Student Safety Concerns Management Procedure.

Where any staff member breaches any of the School's policies or codes of conduct, the School will take appropriate disciplinary action.

Professional Service Staff Commitment

All members of the Professional Service Staff team are expected to support each other in achieving operational and strategic goals and work towards the continuous improvement of the School's systems and programs. Professional Service Staff must be willing to assist and support other members within the team in accordance with our School's expectations of collegiality and teamwork. The Business Manager or their delegate may assign reasonable duties in addition to those listed in this position description.

Occupational Health and Safety (OHS) Commitment

All School staff are required to take reasonable care for their own health and safety and that of other staff who may be affected by their conduct.

All staff are responsible for:

- Participating in OHS related training
- Reporting OHS hazards and incidents
- Actively participating in the development of risk assessment and or job safety analysis
- Assist with workplace inspections
- Adhere to Ivanhoe Grammar School's OHS policies and procedures

Policies and Procedures

All employees of Ivanhoe Grammar School are expected and required to understand and adhere to all School policies and procedures. It is a condition of employment that all employees participate in all training provided to them regarding policies and procedures in accordance with legislative requirements. A breach of School policy may result in disciplinary action.



IVANHOE
GRAMMAR SCHOOL
courageous and kind

Approval

Developed by	Head of People and Culture
Approved by	Principal
Approval date	October 2024
Next review date	October 2028

