

School Support Officers (SSO) - Reception & Enrolment

St Nicholas Primary School, Tamworth

Position Description

[Click here to apply.](#) Applications close 26 June 2022.

Enterprise Agreement	NSW and ACT Catholic Systemic Schools EA 2020
Stream	General Employee - School Administration Services
Hourly Rate of Pay	\$29.49 - \$33.48 gross per hour (based on qualifications, skills & experience)
Reports to	Principal
Location	St Nicholas Primary School, Tamworth
Employment type	Full-time and Part-time positions (hours negotiable)
Employment status	Permanent

About St Nicholas Primary School, Tamworth

St Nicholas School is a Catholic Parish school of over 600 students ranging from Kindergarten to Year 6. The School was established in 1876 and has a long tradition of academic, sporting and cultural excellence. St Nicholas has a relentless focus on learning where teachers work in high functioning teams.

St Nicholas has a proud history of supporting staff, with adult and student learning viewed with equal importance. This is based on contemporary research and the understanding that improved student learning outcomes arrive from increasing the capacity of already highly capable educators.

Music, Choir, Dance and Debating have always been an enjoyable part of our curriculum. Information Technology is an essential part of the curriculum, and we also provide a multicultural focus through curriculum units and visiting educators.

St Nicholas School cares for the individual. Staff, parents and children all work together to ensure each child is respected and accepted as a happy individual.

With a population of over 60,000, Tamworth was named the “perfect country town” by an Australian Traveller magazine. Tamworth provides the best of both worlds - the ease of a country lifestyle and the convenience of city facilities. Tamworth is cool in winter and pleasantly hot in summer, a place where you can choose your pace - take a rest or feel the rhythm. You’ll discover unique experiences, rich landscapes

and world-class events year-round, including the largest country music festival in the southern hemisphere, a festival celebrating our enviable local produce and a festival celebrating cultural diversity.

For further information on the school, please visit <https://stnicholastamworth.catholic.edu.au/>

Position Purpose

The primary purpose of the School Support Officer (SSO)-Reception and Enrolment position is manage the day-to-day administrative functions of the school in the areas of reception and enrolment. As a member of the administration team the occupant will provide a seamless, high quality and effective administration support to the operations of the school.

Commencement

The commencement date for these positions will be negotiated with the successful applicants.

Key Responsibilities

Duties related to the position would normally include but are not limited to the following:

Key area	Task
Reception	<ul style="list-style-type: none">● Provide a friendly, professional and efficient first point of contact to all pupils, parents, staff, professionals and visitors contacting or visiting the school.● Ensure that the reception area, corridor and communal meeting rooms are tidy and present a positive image of the school to visitors.● Greeting visitors, parents and students.● Answering telephone calls.● Coordinate the visitor register, ensuring that all visitors sign in appropriately.● Liaising information between staff and parents/carers.● Attending to student queries and needs.● Be responsible for reception email address, manage enquiries and re-distribute emails as appropriate.● Coordinate incoming, outgoing and internal mail, booking of and receiving courier packages.● Managing complaints/concerns - receiving and resolving complaints/concerns where feasible otherwise directing these to the appropriate staff.
Student Attendance	<ul style="list-style-type: none">● Ensuring daily student attendance data is accurate using Compass.● Processing late arrivals and early departures.● Maintenance of over student attendance and following up with parents/carers.

	<ul style="list-style-type: none"> ● Liaising with executive regarding student attendance. ● Ensuring teachers are marking rolls using Compass. ● Identifying inconsistencies and amending accordingly.
Other Administration	<ul style="list-style-type: none"> ● Coordination of room and staff bookings. ● Maintenance of school general emails. ● Maintenance and printing of student awards/certificates. ● As part of the school administration team assist, support and work with all members of the team to ensure that the overall team is able to achieve required deadlines whilst responding to ongoing and unplanned demands to support the leadership team and other stakeholders. ● Maintain the school information systems data entry and retrieval as required including the update of families contact details. ● Managing documents relevant to role, shredding or archiving as required.
Student Enrolment	<ul style="list-style-type: none"> ● Process student enrolment applications and facilitate the booking of student information sessions and interviews. ● Ensure all required documentation is received from new students enrolling. ● Process the outcome of student interviews, including sending offer/decline letters and online admission forms. ● Assist in the development of specific enrolment information for new students. ● Answer queries related to enrolment applications. ● Work with relevant staff to ensure enrolment tasks and objectives are met.
Medical/First Support	<ul style="list-style-type: none"> ● The SSO will hold a current first aid certificate, and will be responsible; <ul style="list-style-type: none"> ○ Recording, co-coordinating and distribution of medication as required and according to school policy and procedures. ○ provide first aid for students, staff and visitors. ○ Supervise students in the First Aid Room. ○ maintain registers/ medical records as required. ○ Contacting 000 and parents/carers as required. ○ Maintaining First Aid Room to Work Health and Safety standards. ○ Maintaining First Aid Kits throughout the school, including preparing medical requirements for excursions, camps, inter-school sport (First Aid kits, ice etc..). ● Ensure compliance to policies and procedures for student health and well being.

Work Health and Safety	<ul style="list-style-type: none"> ● Be aware of the importance of a disaster recovery plan and its place within the school. ● Ensure emergency procedures are current and timely. ● Know about the main work health and safety issues and procedures specific to the school and how they relate to students, staff, visitors and contractors. ● Know what the elements of fire safety are and the associated risks to the school through the process of risk assessment.
General	<ul style="list-style-type: none"> ● Attend to any other matters appropriate for the position and consistent with the skills of the incumbent as directed by the principal.

St Nicholas Primary School Tamworth reserves the right to alter roles and responsibilities requirements as required.

Selection Criteria

General expectations of staff at St Nicholas Primary School

- Respect of and a commitment to the Catholic ethos and a willingness to foster it.
- Serve the employer faithfully, honestly, efficiently and diligently and exercise all due care and skill in the performance of your duties.
- Ensure appropriate behaviours when engaging with children.
- Act as a team member, developing and supporting the philosophy and ethos of the team.
- Willingness to undertake professional development.
- Maintain strict observance of school policies, rules and procedures including the reporting of improper or unethical conduct.
- Observe and comply with all WHS protocols.
- Ensure all colleagues, students and parents are provided with quality service in a timely, efficient and friendly manner.
- The ability to maintain strict confidentiality and to exercise discretion and sound judgement.
- Act in a professional and respectful manner at all times.
- Employment is conditional upon successful applicants having or obtaining a valid and current NSW Working with Children Check Clearance.

Selection criteria

Essential criteria

- Ability to work in a child-related environment enabling effective response to a wide range of stakeholders– principal, teachers, CSO staff, parents, diocesan clergy, and community enquiries.
- Effective verbal communication and interpersonal skills, with the ability to liaise with people at all levels (e.g. staff, parents, students and the wider school community) in an informative, accurate and positive manner.

- Highly developed written communications skills with the ability to maintain strong attention to detail and take pride in the quality of work produced.
- Ability to prioritise, organise and complete work within established deadlines, and to maintain a consistent level of professionalism and confidentiality.
- Sound knowledge of administrative systems and procedures, and proficiency with office technology particularly word processing, email, spreadsheets, database and presentation programs.
- An ability to work effectively within a busy team environment, and also to work unsupervised.
- First Aid certificate or willingness to obtain.
- Administration of Medications – training to be provided based on student needs.

Desirable criteria

- Experience with Compass and/or SAS or similar system.
- Previous experience in a school environment.

Application

For questions regarding the professional nature of this position, please contact Mr John Clery, Principal email jclery1@arm.catholic.edu.au.

Before submitting your application, please ensure the following:

- You have carefully read the position description and ensure you understand the role you are applying for and that it is suited to your skills, experience and qualifications.
- **Complete the relevant online application form** by [clicking here](#) and attach a cover letter (optional) and CV that clearly outlines your qualifications and career history.

Preferred applicants must have the right to work in Australia and will be subject to employment screening.