



## ADMINISTRATIVE SERVICES OFFICER – FRONT OFFICE

### Position Description and Duty Statement

<b>Remuneration Scale:</b>	Entitlements under the Catholic Education Multi-Enterprise Agreement 2022 (CEMEA) Level 2 Category C
<b>Full Time Equivalent:</b>	0.6 FTE (22.8 hrs per week)
<b>Reports to:</b>	Administration Team Leader

#### Overview

All staff members of Clonard College are expected to uphold the Kildare Education Ministries Core Values, apply them to their work and ensure their priorities focus on quality teaching and learning, student and staff wellbeing and the careful stewarding of physical and financial resources.

Administration services staff are the public face of the College. Each day every member of the team exemplifies the values of hospitality, service, compassion and justice in their interactions with students, staff, families and the general public.

Our College motto “Strength and Kindliness” comes to life in each staff member as they demonstrate the strength to do their job well and the kindness to undertake it with compassion.

#### Primary Objective of the Role

The College Administrative Services Officer – Front Office (ASO-Front Office) is the first person to formally greet students, families and visitors when they enter the College or when they contact the College by telephone. As such, the ASO-Front Office position represents a key public face within the Clonard community. The College ASO-Front Office position smoothly administers the busy Clonard reception area.

#### Major Areas of Responsibility

The College ASO-Front Office position:

- Manages the personnel, hospitality and business of the College reception area
- Undertakes general administrative duties in support of the College staff
- provides first aid response and support to students who present to sick bay.

#### Statement of Duties

The following duties are aligned to the 3 major areas of responsibility of the College ASO-Front Office position.

## RECEPTION

The College ASO-Front Office position manages the personnel, traffic and business of the College reception area by:

- ensuring all students, families, visitors, contractors and deliveries are attended to promptly, hospitably and informatively as follows:
  - greet, sign in and direct visitors
  - locate students, staff if necessary
  - answer incoming calls, redirect calls
  - take and distribute messages
  - receive and direct deliveries
  - process and distribute incoming mail/faxes
  - compile outgoing mail
  - ensure compliance with College sign in/sign out procedures for students, staff, visitors and contractors in line with the College's Child Safe Policy.
- overseeing student arrival and departure procedures through reception including:
- recording late incoming/early departure
- issuing student concession cards
- making PA announcements.

## STAFF SERVICES

The College ASO-Front Office position provides general administrative services that support College staff. This may include:

- undertaking the role of an Operoo Administrator, you would be expected to prepare reports, monitor progress of data, prepare eForms and assist parents (where required)
- assisting with preparation, copying and distribution of school mail outs
- providing clerical assistance including general typing (correspondence, written reports agendas, minutes), photocopying, binding, labelling
- preparation, copying and distribution of handbooks, booklets, forms, calendar, lists
- ensuring availability of stationery and office supplies for all staff
- ordering all stationery and office supplies.

## FIRST AID & SICK BAY

The College ASO-Front Office position provides first aid response and support to students who present to sick bay by:

- administering first aid
- monitoring students presenting to sick bay
- contacting parents as necessary
- keeping sick bay clean and stocked
- maintaining and preparing first aid kits
- keeping student sick bay register as required
- ordering all first aid supplies
- assisting with management of student's medication under direction of the Student Health Leader.

## OTHER

The College ASO-Front Office position is, at times, required to undertake other duties related to the role as directed by the Business Manager in consultation with the Principal's Executive Assistant and Administration Services Team Leader. Currently this includes:

- filing and archiving
- assisting with student attendance recording and management
- booking venues and transport (school-owned and external provider) for camps and excursions
- entering student activity data into student locator
- responsibility for Incident reporting, this includes follow up with the OHS committee and logging all incidents on Complispace and contacting Worksafe (as necessary)

In negotiation with the Principal it is possible for this role to evolve to capitalise on the individual strengths and initiative of the person in the position.

## PROFESSIONAL LEARNING

The College ASO-Front Office position will undertake professional development and training in order to maintain a high level of awareness of current and best practice in the major areas of responsibility associated with the role. This includes:

- commitment to engaging openly and willingly in professional learning
- continuing development of ICT skills as technologies evolve.

## Qualities and Capabilities

The effective performance of College ASO-Front Office position will be due to their demonstration of a comprehensive range of the following:

### Attributes & Dispositions

- respect for the core values of Kildare Education Ministries as lived at Clonard College
- commitment to Clonard Vision
- confidence and enthusiasm about the students
- hospitable and timely service to all
- compassion, objectivity and clarity when handling difficult situations
- discretion when handling sensitive information
- collaborative and flexible participation in professional settings
- perseverance and patience in complex and stressful situations
- understanding the need for mutual accountability
- loyalty, trustworthiness, dependability and reliability
- openness to learning in all situations

### Commitment to Catholic Education

- A demonstrated understanding of the ethos of a Catholic school and its mission
- Demonstrate a commitment to instil in students a respect for each other in accordance with the teaching of Jesus Christ
- Demonstrate a commitment to personal witness as a member of a faith community

### Commitment to Child Safety

The ASO – Front Office will:

- have a demonstrated understanding of child safety

- have a demonstrated understanding of appropriate behaviours when engaging with children
- be familiar with legal obligations relating to child safety (e.g. reporting concerns)
- be a suitable person to engage in child-connected work

### **Knowledge & Understandings**

- comprehensive understanding of the College's policies and procedures
- the appropriate avenues and resources for seeking support and clarification including when handling sensitive situations and information
- first aid competence demonstrating the skills and knowledge required to provide first response and sick bay support
- the appropriate referrals to the offices of the Principal, the Business Manager, Administration Services staff, members of the Leadership Team or other teaching or non-teaching staff

### **Skills & Capabilities**

Exemplary customer service focus demonstrating:

- excellent communication and listening skills
- the capacity to deal with multiple demands
- The capacity to deal with issues in a timely and responsive manner
- the capacity to negotiate
- the capacity to maintain professional relationships within the College community and with the wider community on behalf of the College where necessary

Excellent administrative skills demonstrating:

- the ability to implement effective and efficient work practices
- the ability to meet all deadlines
- the ability to locate information quickly and accurately
- the ability to work collaboratively, flexibly, independently and creatively in a demanding environment

Excellent capabilities in the use of information and communication technologies especially:

- Microsoft Office system including Office365
- SIMON
- SAS 2000, database management
- online and mobile applications used at the College (including Operoo)

The ability to integrate habits and practices of ongoing review and evaluation to ensure continuous improvement and development of the role and the administration services of the College

### **Risk and Occupational Health and Safety**

The College ASO-Front Office position will:

- comply with legislated occupational health and safety practices and participate in consultative processes
- observe safe work practices in accordance with training and instruction given
- identify, report and where appropriate, action risks/hazards in order to eliminate or mitigate against the risk recurring (Risks arising in the workplace may be financial, site, task or person specific or related to safety.)
- promote and implement occupational health and safety and risk mitigation processes within the College

## Key Communications

### Internal

Administration Services Team Leader  
Principal's Executive Assistant  
Students  
Administration Services Team  
Business Manager  
Staff  
ICT Team

### Committees

Administration Services Team

### External

Parents  
Visitors to the College

## Background & Qualifications

- Strong knowledge and understanding of administrative practices and processes.
- Experience and a passion for working in an education environment.
- A knowledge of Occupational Health and Safety procedures as it relates to this role.
- Self-directed with the proven ability to work autonomously, as well as part of a team.
- Ability to work in an organised and systematic way.
- Excellent communication skills.
- Proficient ICT skills including using the Microsoft suite of programs.

## Other Requirements

- Current First Aid Certificate
- Valid Working with Children Check
- Comply with the Clonard College Child Safety Code of Conduct
- Comply with the KEM Ethical Standards Policy

**Authorised by: HELEN WOOD Date: SEPTEMBER 2020**