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**Carmel College Thornlands**

**ROLE DESCRIPTION**

# School Officer - Administrative Support and Marketing

**Position:** School Officer - Administrative Support and Marketing

**Award:** Administration Employee Stream – School Officer

**Responsible to:** Principal

**Reports to:** Personal Assistant to the Principal

**Preamble**

The School Officer - Administrative Support and Marketing works as a member of a team that provides administrative support to the college. Relationships of significance exist with College Leadership Team, staff, students, volunteers and external stakeholders.

**Qualifications**

Tertiary qualifications at Certificate level or equivalent qualifications relevant to the position may be required or such knowledge, qualifications and experience that are deemed by the employer as necessary to successfully carry out the duties of the position.

**Characteristics**

The employee in this position is required to demonstrate competency involving the application of knowledge with depth in some areas and a broad range of skills. There is a range of roles and tasks in a variety of contexts, where there is some complexity in the extent and choice of actions required. Competencies are within routines, methods and procedures. Some discretion and judgement are involved in selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

Work is performed under limited supervision and work may be checked in relation to overall progress. Work may take the form of broad guidance and may involve a level of autonomy when working in teams.

An employee in this position may have limited responsibility for guidance of the work of others. Peer assistance may be provided to others. Team co-ordination may be required.

**Typical Duties and skills**

Typical duties performed, but not limited to:

* Carry out a wide range of secretarial and clerical duties at an advanced level, including word processing and maintaining manual and computerised records.
* Respond to enquiries from staff, students, parents and the general public and address issues in accordance with routines, methods and procedures.
* Within routines, methods and procedures: provide administrative support to senior management; arrange appointments and diaries; and prepare correspondence.
* Assist in the preparation of internal and external publications.
* Use software application packages for personal computers to create database file structures; and spreadsheets/work sheets.
* Under direction and within routines, methods and procedures: draft agenda for meetings; assemble supporting documents for informal meetings; take and produce minutes.
* Draft and type routine correspondence from brief oral or written instructions. Respond to requests for information including drafting routine correspondence in reply.
* Maintain established central filing / records systems in accordance with routines, methods and procedures. This would include: creating and indexing new files, retrieving records; distributing files within the school as requested, monitoring file locations and identifying and processing inactive and closed files.
* Maintain a store through such duties as participation in ordering and issue of expendable stores, recording of stock levels, maintaining records of equipment distribution, delivery dockets, invoices and payment vouchers and responsibility for keys.
* Make and record appointments on behalf of another and, where necessary, resolve involved appointment scheduling problems.
* Within routines, methods and procedures carry out liaison between the school, the student and the student’s family where some discretion and judgement are involved.
* (NOTE an employee is not required to perform all duties listed to satisfy this skill descriptor)

**Specific duties performed, but not limited to:**

The School Officer - Administrative Support and Marketing works in collaborative partnerships to achieve the following duties:

* Marketing and Events - (supporting the Personal Assistant to the Principal)
  + Website, Facebook, electronic sign, notice boards and Parent Portal - update regularly to maintain currency
  + Backup for Newsletter if required
  + Assist with school communication processes
  + Assist with Marketing activities
  + Assist with College events-
    - House Masses
    - Opening College Mass
    - Year 12 Formal
    - Foundation Day
    - Academic Awards
    - Sports Awards
    - World Teachers Day
    - Graduation
    - Staff Christmas Lunch
    - Other events as required.
  + Book venues and photographer as required
  + Arranging invitations and maintaining invitation/rsvp spreadsheet
  + Assist with preparation of Certificates and Awards
  + Assist with trophy and medal orders
  + Preparation of Graduation bags/gifts
  + Maintain gift register and provide information to School Officer-Finance
  + Assist with coordinating promotional photo shoot days
  + Liaise with Communications and Marketing at Brisbane Catholic Education around printing and promotional items
  + Student Diary/Handbook - source information as required
* Catering -
  + Daily set-up and maintenance of supplies in Boardroom
  + Arrange hospitality for visitors and staff as required
  + Arrange catering for off-site events as required
* Facebook -in conjunction with School Officer-Administrative Support and College Receptionist
  + Monitor the Carmel College Facebook page for parental concerns and enquiries
    - Respond to parent enquiries via email with information requested
    - Email concerns to relevant Middle Leader or CLT to respond
* Newsletter - collation and set up of the fortnightly newsletter
  + Obtain approval to publish from College Leadership Team
  + Liaise with Schoolzine around dates and deadlines
* General -
  + Provide backup to College Receptionist and School Officer-Student Service colleagues for answering phones and counter enquiries
  + Provide assistance to the Personal Assistant to the Principal as required
  + Provide administrative support tasks such as filing, photocopying, laminating, binding as time permits
  + Assist Main First Aid Officer - maintain currency of training
  + Assist with updating Parent Portal
  + Maintain-
    - Assignments register
    - Gift register
    - Mobile phone register
  + General assistance as required
  + Assist with staffroom cleaning as per roster

**Additional duties**

Where the need arises, the School Officer - Administrative Support and Marketing may be required to complete other duties assigned by the Principal, Deputy Principal, Business Manager, Assistant Principal’s or Personal Assistant to the Principal which may take precedence over routine duties.

**Child Safety and Protection Responsibilities:**

The School Officer - Administrative Support and Marketing has responsibility to:

* a commitment to a child safe culture.
* act to prevent harm and act in the best interests of children in our College.
* report all cases of harm to the Principal or Child Protection Contacts.

**Workplace Health & Safety Responsibilities:**

The School Officer - Administrative Support and Marketing has responsibility to:

* comply with health and safety instructions.
* take action to avoid, eliminate or minimise hazards.
* not willfully place at risk the health and safety of self and/or others.
* seek information and advice when necessary.
* be familiar with hazard and accident reporting and emergency evacuation procedures.