



## Mapoon Primary Campus AO3 Administration Officer- Full time

Are you organised, detail-oriented, and ready to manage the Mapoon Primary School Office as part of our College Services Team? We're looking for an Administration Officer to provide vital support to students, staff, and families in a dynamic school environment.

### **About the Role**

As the first point of contact for students, parents, and visitors, you'll help create a welcoming atmosphere and ensure smooth daily operations. You'll also support student transitions into and out of Mapoon Primary. This role reports to the Mapoon Primary Principal and Business Manager.

### **Responsibilities**

Broadly, your key responsibilities will be grouped under the following key areas:-

#### **1. Student Management**, including (but not limited to):-

- a. Provide exceptional customer service to students, parents, and staff, addressing enquiries, and resolving issues promptly and professionally.
- b. Coordinate student enrolments, including the preparation of enrolment documentation and assisting with enrolment and open day activities.
- c. Assist in the development and implementation of school policies and procedures ensuring compliance with relevant regulations and guidelines.
- d. Manage and maintain student files and other official records to ensure they are up to date and secure.
- e. Provide enrolment and attendance data as required, including validating the accuracy of the data
- f. Manage and administer first aid to students, including the management of student medical action plans, and first aid supplies.

#### **2. Office Management**

- a. Manage the daily administrative functions of the Mapoon Primary Administration office, including coordinating schedules, maintaining records, and overseeing office supplies and equipment.
- b. Provide administration support as required to the Mapoon Principal's, including:-
  - i. Diary management and coordination of meetings, appointments, other calendar events and the preparation of necessary materials.
  - ii. Act as a liaison between the Mapoon Principal, staff, parents ensuring effective communication and collaboration.
  - iii. Handle incoming enquiries, telephone, in-person, or via email, responding in a timely and professional manner
  - iv. Provide financial administrative support including the preparation of requisitions for the purchase of items.
- c. Assist in the development and implementation of promotional material, including marketing and communication strategies and initiatives.
- d. Maintain confidentiality of sensitive information, and handle it with discretion.

#### **3. Transition Support**

- a. Assist young people from Mapoon community who are in transition from remote primary schools to partner secondary boarding schools/residential facilities.
- b. Assist families and students enrolling in the Mapoon Campus to transition successfully into school.
- c. Collaborate with the Transition Support Service Team regionally to provide specific information, support and advocacy to students and their families and to partner schools, residential staff and other relevant agencies as required.

#### **4. Other**

- a. Interpret departmental and College policies, guidelines and ensuring legislative and procedural requirements are met.
- b. Collaborate with other College Services staff to streamline processes and enhance efficiency
- c. Identifying and implementing process improvement opportunities which support the College Primary campuses.

In addition to possessing a positive and professional work ethic, the ideal applicant will be someone who has proven ability and can demonstrate the following key attributes:

- Deliver exceptional **person-centred customer service** to students, families, and staff in an effective and courteous manner.
- Attention to detail ensuring data entry is **accurate, complete, and compliant**.
- **Build good relationships** with students, their families and work colleagues by using strong communication skills
- Use **initiative, workload management, and prioritisation skills** to achieve individual work targets and contribute to wider team goals in a changing environment.
- **Exercise judgement** where necessary to solve immediate problems in situations where precedents have been set and procedures outlined.
- Work effectively as an **individual** with limited supervision, as well as **collaboratively** within a team
- **Continually seek ways to improve** service delivery through development of professional skills, internal systems, processes, and work practices.

**In addition to the opportunity for a flexible work arrangement, this position also provides the following:**

- Access to accrued time to cover some school holiday periods in addition to 5 weeks annual recreation leave entitlement
- Fortnightly locality allowance payable each fortnight (\$194.60 family or \$97.30 single).
- Remote travel benefit payable (after 12 months) for employee & dependants, includes one return air flight to Cairns for employee and dependents, and one return air flight to Brisbane for employee and dependents each year.
- WCC Employee Wellbeing Program.

**A mandatory requirement for this position is that:-**

1. The employee must have a current Working with Children Clearance (blue card) issued by Blue Card Services.
2. The successful applicant must also pass a Criminal History Check.

**How to Apply?**

1. A short response (max. two pages) addressing your experience and suitability for the role.
2. A current CV with contact details for two referees (one must be your current supervisor).

**Enquiries regarding this position should be directed to Amanda Allender (Mobile 0438 620 716)**

**Applications close 9.00am, **Monday 24 March 2025**, and should be emailed to [payroll@westerncapecollege.eq.edu.au](mailto:payroll@westerncapecollege.eq.edu.au)**