

# Role Description



Diocese of Toowoomba  
Catholic Schools

## Position details

<b>Title</b>	School Officer: Administration (P-12/ Secondary)
<b>Employment status</b>	Term time
<b>Classification</b>	School Officer Level 3
<b>Agreement</b>	Catholic Employers Single Enterprise Collective Agreement Diocesan Schools Queensland 2023-2026
<b>Reports to</b>	Principal

## About Toowoomba Catholic Schools

Toowoomba Catholic Schools is a progressive and distinctive community of 32 schools and central office spread across Toowoomba, the Darling Downs and South-West Queensland. Our values of dignity, potential and life support a culture of high standards, hard work and life-giving relationships. Staff experience a strong sense of belonging, of being valued and being successful at what they do. It is through this commitment to uphold the dignity of all, nurture potential and enable full and flourishing lives, that we are distinctively Catholic communities.

## About the role

The School Officer: Administration contributes to the overall mission of the School and Diocese of Toowoomba Catholic Schools by providing a high level of customer service and administrative support to visitors, staff and students in collaboration with other administration staff.

## Role responsibilities

Fulfil the accountabilities of the role in accordance with Toowoomba Catholic Schools purpose and objectives, as outlined below:

1. Provide a wide range of administrative support to other staff, including straight forward minute taking, and distribution of documents.
2. Based on established procedures, process attendance administration including monitoring late arrival, early departure and updating daily attendance records.
3. Based on established templates, draft formal correspondence for review by the delegated role holder.
4. Collaborate with relevant departments, students and families regarding the timely completion of appropriate forms.
5. Take phone calls, monitor emails and disseminate messages to the appropriate role holder through the designated student information software.
6. In collaboration with leadership staff and utilising established templates, draft routine correspondence and edit a range of documents including newsletters and parent communication.
7. Enter data into designated systems in an accurate, timely manner, in accordance with designated process documents.
8. Update and maintain the record management system, ensuring all relevant documentation is filed through appropriate channels.

*We value*



Dignity



Potential



Life

Role Description  
Page 1 of 4

**Belief in a better world**

## Classification factors

The characteristics, typical duties and skills commonly associated with this role are found in Appendix 1.

## About you

To achieve in this role, you will be required to demonstrate the following:

### Eligibility criteria

#### Essential

- Current Queensland Working with Children Clearance (Blue Card) or ability to obtain prior to commencement as required in the Working with Children (Risk Management and Screening) Act 2000.
- Current Senior First Aid Certificate or ability to obtain upon commencement.

### Key success criteria

- Demonstrated empathy and understanding of the values and ethos of the Catholic faith.
- Proven ability in applying interpersonal skills to communicate effectively with a range of stakeholders including students, parents, visitors and colleagues.
- Demonstrated time management skills with the ability to manage a range of competing priorities.
- Evidenced ability in following established processes, procedures and templates.
- Proven experience in conducting a range of administrative activities including taking phone calls, accurate data entry, appropriate filing and editing documents in a range of systems.
- Demonstrated prior experience working with a range of software including the Microsoft suite of products.

## Responsibilities of all TCS staff

1. Support the values and Catholic ethos of the school.
2. Maintain personable and cooperative working relationships with colleagues and relevant stakeholders.
3. Engage in appropriate professional development opportunities to upskill knowledge and understanding related to the role.
4. Uphold the TCS Code of Conduct and all work health and safety requirements in accordance with policies and procedures.
5. Complete other duties that are directed by your employer as needs change or grow. All requested duties will be consistent with the purpose and classification of this position and any relevant legal and/or industrial obligations.

## Appendix 1 – Classification factors

The role has been assessed according to the classification criteria outlined in Schedule 9 of the Catholic Employers Single Enterprise Collective Agreement – Diocesan Schools of Queensland 2023-2026. Below are the characteristics, typical duties, and skills commonly associated with this role.

### Knowledge application

- Knowledge of a range of work practices and procedures with an element of complexity and the operation of associated equipment, tools and materials.
- Basic knowledge of theoretical or practical tasks that are applied to one function or area of activity.
- An understanding of relevant statutory, regulatory and policy frameworks.

### Accountability

- Accountable for planning own work goals and priorities that align with and achieve own and team/group outcomes.
- Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues and activities.
- Accountable for the achievement of own results which contribute to team/group goals.

### Scope and complexity

- Work is straightforward and relates to a broad range of tasks.
- Problems faced may have some complexity yet are broadly similar to past problems.
- Solutions generally can be found in documented precedents, or in organisational guidelines, procedures and/or instructions, though these may require some interpretation and application of judgement.

### Guidance

- Works under general supervision and works within established procedures and guidance.
- Objectives, priorities and deadlines are defined with some scope in selecting the most appropriate method to complete tasks and how precedents, procedures and guidelines are interpreted and applied.
- The work may involve working independently to manage specific tasks, processes or activities against stated objectives with supervision generally limited to complex tasks or unfamiliar situations.
- Completed work is evaluated for accuracy, appropriateness and compliance with policy requirements.

### Decision making

- Administrative and operational decisions chosen from a range of established alternatives within defined parameters and following established procedures and protocols.
- Decisions are likely to impact the work area or specific function.
- Information or incidental services are provided which are of use to other decision makers.
- Actions of the position may impact operational efficiency or output, or service delivery for a work area in the short term.

## **Problem solving**

- Work generally involves straightforward, well defined tasks.
- Problems are similar and are generally solved by reference to clear procedures and past experience, or by referral to others.
- Some initiative is required in completing still largely procedural tasks, for example in responding to varying circumstances.
- Identifying and making minor changes to standard procedures and methods may be necessary.

## **Contacts and relationships**

- Liaise with stakeholders/others, deliver specific services and assist to resolve straightforward matters.
- Apply standard procedures to meet requirements and offer assistance to solve problems.
- Deliver an effective customer service and provide quality, accurate and consistent advice.
- Represent the work area at internal meetings.

## **Negotiation and cooperation**

- Contact with stakeholders/others is generally in terms of advice and support rather than simply providing information.
- Issues are generally not contentious but require establishing how needs can be met.
- A level of tact, discretion or persuasion is necessary.

## **Management responsibility and resource accountability**

- No supervisory responsibility and is generally responsible for own work.
- Accountable for effective use of own resources.