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## **Position Description**

### **A. Job Specifications**

<b>Job Title:</b>	Student Services Officer / Receptionist
<b>Location:</b>	Casuarina
<b>Department:</b>	Admin
<b>Accountable to:</b>	Principal
<b>Version and Date:</b>	2019v1 12 <sup>th</sup> November 2018

### **B. Summary of the Position**

Under the direction of the Principal provide practical support for students' health and personal needs, work on Reception and provide admin support to the Principal. The role also involves contributing as part of the admin team covering things like photocopying and other incidental admin tasks.

### **C. Qualifications and Experience**

#### **Essential:**

1. An active member of a Christian Church
2. A pleasant and welcoming manner
3. Patience and flexibility
4. Ability to assist students with a variety of needs
5. Good phone and computer skills
6. Willingness to undertake routine administrative tasks in a timely manner
7. Ability to work as part of a team
8. Current manual NT Drivers licence and good driving record
9. Current First Aid Certificate (or willingness to obtain at College expense)

#### **Desirable:**

1. Experience working with Indigenous people
2. Medical experience or qualifications (eg Nurse, Medical Receptionist)

### **D. Selection Criteria**

1. A demonstrated knowledge and understanding of Indigenous societies, and cultures and an understanding of the issues affecting Indigenous people in contemporary Australian society and the diversity of circumstances of Indigenous people; and

2. A demonstrated ability to communicate sensitively and effectively, including the requirement for proper negotiation and consultation with Indigenous people on matters relevant to the delivery of education services to Indigenous people
3. All staff are to be aware and follow the Work Health and Safety policies and procedures of Nungalinga College and refrain from actions or behaviour that puts self and/or other persons at risk.

#### **D. Key Performance Indicators**

##### **1. Students health and personal matters are supported in a timely and confidential manner**

- Provide an information, support and referral service to students
- Assist students with health and personal issues such including arrangement of medical appointments, and assistance with Centrelink and other agencies.
- Liaise with other organisations that provide health and social services
- Liaise with Deans and teachers regarding student welfare matters
- Maintain confidential records on student welfare needs

##### **2. Enquirers feel welcome and assisted in an appropriate manner**

- Rostered Staffing of the Reception desk handling phone calls and enquiries.
- Handle general enquiries and refer to appropriate people as needed
- Payments to be receipted for accommodation payments, College T shirts or other items for sale, student ID etc and given to CFO

##### **3. Assistance for the Principal & Development Officer is undertaken in a proactive manner**

- Admin Assistance provided for the Principal & Development Officer
- Ensure that guests of the Principal are provided refreshments
- Set up Principal's office for meetings
- Tasks for fundraising to be completed in timely manner

##### **4. Fundraising administration is completed in an efficient manner**

- Record phone and personal donations
- Fold and post receipts
- Assist with mail outs

##### **5. Routine tasks are completed in a timely manner**

- All laminating tasks for the College including student cards
- Send out Pre and Post Course materials for Trainers and Deans
- AQTF learners questionnaire data entry
- Vehicle and room bookings and management of booking sheets
- Workbooks copied and bound at least one day prior to class
- Top up fax and copier every morning
- Ensure admin morning tea requirements (tea, coffee, milk, biscuits) are always available.
- Other admin tasks as required

##### **6. Contribute to the life of the College**

- Participate in all relevant College meetings
- From time to time be willing to assist in other areas if there are operational needs
- Work as part of a team