



ROLE DESCRIPTION

ADMINISTRATION ASSISTANT TO OPERATIONAL SERVICES MANAGER

ROLE PURPOSE

The Administration Assistant provides support to the Operational Services Manager and other management personnel by effectively managing a very busy schedule and performing a wide variety of complex, confidential administrative, secretarial, analytical and research duties. Duties performed require considerable confidentiality, discretion and professionalism. The role requires a high degree of independence, initiative and ability to be proactive and anticipate the needs of the Director.

ROLE RESPONSIBILITIES

The Administration Assistant is responsible to the Operational Services Manager and ultimately to the Headmaster. The Administration Assistant supports the effective day to day management of the Operational Services Manager and the team, demonstrating quality leadership and role modelling desired behaviours, standards and outcomes.

ROLE ACCOUNTABILITY

Organisational:

- To provide exceptional organisational and administrative support to the Operational Services Manager.
 - To ensure appropriate systems and processes are developed and maintained to support effective and efficient day to day running of the office.
 - Effective calendar management for the Operational Services Manager.
 - Set up recurring meetings.
 - Prepare and provide relevant information in a timely manner for upcoming meetings.
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- Answer calls and handle and direct enquiries.
 - Prepare correspondence on behalf of the Operational Services Manager.
 - Undertake research as required by the Operational Services Manager.
 - Prepare monthly reports.
 - Prepare presentations where required.
 - Prepare and organise invoices for signing.
 - Electronically file documents according to nomenclature.

Team Leadership:

- To promote and support the Continuous Improvement Program and strategic objectives as outlined in the Departmental Operational Plan.
- To foster a centre of excellence ethos by exploring opportunities for improvement, implementing systems, processes and procedures that drive qualitative and quantitative outcomes.
- To lead and foster a culture of continuous learning, improvement and accountability.
- Provide administrative assistance to the Department to ensure quality standards are met, processes and procedures are followed and that the office is run efficiently.
- Lead short-term projects and initiatives as requested by the Operational Services Manager.

Customer Service:

- Greet visitors graciously and in a professional manner, create a good Administration image through a neat, clean, businesslike professional appearance and a positive, cheerful attitude.
- Screening phone calls, enquiries and requests in a pleasant, helpful and professional manner, direct all incoming calls to appropriate party promptly and efficiently, accurately recording messages and reliably passing messages to recipient in a timely manner

ESSENTIAL CRITERIA

- Fast, accurate typing
 - Experience taking accurate minutes of meetings.
 - Experience working as an Administration Professional in a fast moving environment.
 - Excellent attention to detail, accuracy and quality.
 - Continuous Improvement mindset.
 - Excellent written and verbal communication and inter Administration skills.
 - Ability to handle confidential documents and maintain confidentiality.
 - Ability to work easily and effectively with a wide range of people.
 - Ability to work in a very busy, ever changing environment, prioritise and manage multiple projects and responsibilities, meeting all deadlines.
 - Ability to be flexible, exercise sound judgement, discretion and adaptability.
 - Possess time management and organisational skills.
 - Ability to problem solve and stay calm under pressure.
 - Good work ethic.
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- Proficiency with Microsoft products, especially Outlook, Word, Excel and PowerPoint.

DESIRABLE CRITERIA

- Experience using Microsoft Project.
- Experience working in facilities management and/or a school environment.

WORK HEALTH & SAFETY

The incumbent will actively support and contribute to the maintenance and development of a safe working environment by:

- Reporting incidents or accidents to the appropriate staff as soon as possible.
- Reporting any near miss incidents to the appropriate staff as soon as possible.
- Working within the WHS management systems that have been adopted by the School.

APPRAISAL AND REVIEW CONDITIONS

As with all members of staff, the person will be expected to participate in a regular appraisal program as an integral part of their professional development. The appraisal program shall set strategic objectives and performance measures consistent with the responsibilities of the position.

TERMS OF EMPLOYMENT & REMUNERATION

The Administration Assistant is employed under the general terms and conditions of the *Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2017* or any industrial instrument that replaces that Agreement. The incumbent shall work such hours as are reasonable and necessary to carry out the responsibilities of the position as set out in the role description. The role may require flexibility in work hours when workload demands.

This is a permanent full-time position 48 weeks per year, 8.00am to 4.00pm each day. Remuneration for the position will be commensurate with qualifications, skills and experience and in accordance with the terms and conditions of the Superannuation Guarantee at the current legislative rate will be paid by the school in addition to salary. The incumbent will need to complete a functional assessment prior to an employment offer.

Please note:

All staff are subject to mandatory screening procedures in line with Child Protection Legislation