



Job Description

Student Care & Data Officer (Secondary)

The Student Care & Data Officer is one of the first points of contact for students and parents. The position requires the incumbent to interact with students, staff, parents and visitors to the College in a professional, timely and courteous manner.

The Student Care & Data Officer will be responsible for the provision of administrative support to the Dean of Students and Dean of Operations as well as student attendance and will work in cooperation with others in the Student Services and Administration team to serve the best interests of the College and its students. This will include:

- Staff, student and parent liaison
- Student attendance administration

1) General Duties

- 1.1. Provide a caring and welcoming environment to students and ensure the Student Services office provides an effective and efficient service to students and parents of the College.
- 1.2. Manage and monitor the student services process as it relates to managing student attendance records and the notification to parents.
- 1.3. Assist the Dean of Students and Dean of Operations with administration support.
- 1.4. Contribute to the provision of a safe working environment within the College.

2) Administration Support

The role has duties and responsibilities as outlined, but not limited to:

- 2.1. Send out daily SMSs and weekly communication to parents for any unresolved absences. Follow up paperwork for extended absences of students.
- 2.2. Monitor student attendance throughout the day and follow up incorrect or incomplete rolls from staff.
- 2.3. General administration support to the Dean of Students and Dean of Operations.
- 2.4. Assist the Dean of Operations with entry of relief details onto SEQTA for staff absences.
- 2.5. Communicate any pastoral concerns regarding student attendance to PCG teachers, Heads of Year and Dean of Students as required.
- 2.6. Support Secondary leadership staff with data for Students at Educational Risk.
- 2.7. Assist with running messages to students during the day.
- 2.8. Take minutes in Heads of Year meetings and provide administration support to the Heads of Year team.
- 2.9. Liaise with and troubleshoot student, parent and teacher enquiries on behalf of the Dean of Students and Dean of Operations.
- 2.10. Assist with organising and administration for Assemblies.
- 2.11. Assist the Dean of Operations with administration for the Student Leadership team and Co curricular activities.
- 2.12. Maintain student lists and records for evacuation procedures.
- 2.13. Maintain Secondary staff critical lists for Manager of Risk & Compliance.
- 2.14. WHS reporting and recording as needed.
- 2.15. Maintain hazardous substance and risk assessment documentation for the Secondary Administration building.
- 2.16. Attend to sick or injured students as required (back-up to the Student Services desk when needed).
- 2.17. Help with general requests from staff as needed.
- 2.18. Other Duties as required by the Head of Secondary and Office Manager.

RELATIONSHIPS & AUTHORITY

This role reports directly to line management: Office Manager

The Student Care & Data Officer is expected to make decisions in accordance with College policies and protocols and as outlined in the Staff Handbook.

SELECTION CRITERIA

1. Excellent interpersonal skills and the ability to liaise with students, staff, parents and the community.
2. Attention to detail.
3. Excellent verbal and written communication skills.
4. Strong IT skills and good working knowledge of Microsoft suite of products. Ability to manage required data in a timely manner to support the needs of the college and staff
5. Ability to maintain absolute confidentiality, and to demonstrate initiative and creativity in work skills.
6. Ability to work as a team member.
7. Empathy towards students and their parents.
8. Excellent organisation skills.
9. Contribute to the safe working environment of the College.
10. Current Apply First Aid and CPR Certificate.
11. Experience with TASS, Edval and SEQTA school management software.