



# The Scots College

Sydney Australia

## Role Description – Student Services Administrator

"In seeking to serve God faithfully, the Scots College exists to inspire boys to learn, lead and serve as they strive for excellence together"

*Scots to the Fore: Brave Hearts, Bold Minds – Our Strategic Intent 2016-2025*

- 1. Position Title:** Student Services Administrator
- 2. Role Purpose:** The Student Services Administrator is the first point of call for parents/carers and students. The Student Services Administrator works with the Senior Master, Head of Students, Head of Senior Years and Administration Staff to support the effective day-to-day operation of the Senior School.  
This is a non-teaching position.
- 3. Location:** Senior School, Bellevue Hill
- 4. Responsible To:** Senior Master  
Ultimately responsible to The Principal
- 5. Principal Relationships:** Senior Master

## 6. Key Tasks and Expected Outcomes:

Position Responsibilities	Core Activities
<b>Student Services</b>	<ul style="list-style-type: none"> <li>● Student Services front desk – receiving visitors and parents to the Student Services Office and ensuring their queries are effectively attended to and issues resolved</li> <li>● maintaining parent and student records and updating contact electronically</li> <li>● student file management and storage</li> <li>● attending to student queries (face-to-face, telephone or email correspondence), within an acceptable time frame.</li> </ul>
<b>School Attendance</b>	<ul style="list-style-type: none"> <li>● Responsible for managing all student attendance data</li> <li>● processing notification of student absences (including emails and telephone calls)</li> <li>● in a timely manner, liaising with parents/carers with regards to student absences</li> <li>● promptly following up unexplained absences</li> <li>● identifying and recording accurate student absence type/code electronically</li> <li>● reconciliation of class attendance rolls with absentee notifications and alerting parents/carers via various methods of correspondence when non-compliance occurs</li> <li>● correlating academic and co-curricular attendance.</li> </ul>
<b>Daily Operations</b>	<ul style="list-style-type: none"> <li>● Preparing sign-in folders and consolidating daily Duty Rosters</li> <li>● assist with processing Student Event Requests, including excursions, incursions and co-curricular activities.</li> </ul>
<b>Detention</b>	<ul style="list-style-type: none"> <li>● Maintaining detention records</li> <li>● sending detention email notifications to students and staff</li> </ul>
<b>Lost Property</b>	<ul style="list-style-type: none"> <li>● Processing lost property and dealing with enquiries from students, parents and staff</li> <li>● placing lost property notices electronically on the student portal, Schoolbox</li> <li>● communicating with parents and students regarding lost property</li> <li>● escorting parents and boys to the lost property room</li> <li>● organising a roster for students to help in the lost property room</li> <li>● organising replacement items of school attire for students</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>● Greeting visitors to Academic Administration Offices</li> <li>● organising notification to students to pick up items from the Student Services Office</li> <li>● guide students and visitors to various locations around the Senior School</li> <li>● urgently relaying information to students if needed during class</li> <li>● storage of keys for various meeting rooms</li> <li>● issuing lift passes to students</li> <li>● assisting with locker management</li> <li>● to provide emergency supplies for students when required</li> </ul>

## **7. Essential Selection Criteria:**

- Excellent organisational skills
- Effective interpersonal and communication skills
- High level data-entry accuracy
- Ability to learn new computer packages and systems
- Proficient with MS Word and Excel
- Flexible and open-minded
- Proactive and innovative
- Effective problem solving skills
- Ability to work independently and as part of a team during high demand, peak periods.
- Discretion and ability to prioritise daily workload in a dynamic environment
- Support for the College the College's Christian vision, beliefs and educational tradition
- Demonstrated commitment to the development of 'best practice' strategies in all aspects of College operations.

## **8. Desirable Skills:**

- Experience with Student Management Database (such as Synergetic and Schoolbox)
- Experience working in Students Services.