

ARDEN



Student Services Administrator Role Description

About Arden Anglican School

Arden is a non-selective Anglican School providing a co-educational, Pre-School to Year 12 education. It seeks to attract, retain, and develop dedicated, highly effective, values-oriented staff for all positions. At Arden, we are committed to providing a positive work environment in which staff are valued and encouraged to develop professionally.

Arden is a Christian community centred on the good news of Jesus Christ. Arden's ethos is of high expectations and a commitment to academic and professional excellence. The School aims to attract and retain the best possible teachers and support staff, who are experts in their field and highly committed to the continuous improvement of their professional practice. The School's focus is to engage staff who have a passion for lifelong learning and believe in each student's unique value. Arden welcomes applications from people of faith who are committed to the Christian aims of the School.

Arden is committed to being a Child Safe organisation. All staff are required to help always maintain a child safe culture, and to act in every child's best interest and to keep them safe from harm. The School has zero tolerance for child abuse.

There is a strong collegial culture of mutual trust and support between staff and school leaders. All levels of governance are committed to embodying the Christian values of the School, and a culture of servant-minded leadership is fostered at all levels.

All staff must be committed to positive and caring relationships because they are important to successful student learning and the high level of family involvement that exists at Arden in all aspects of school life.

Our Vision and Mission

Vision

Arden strives to be an inspiring learning community that engages the mind, nurtures the spirit, and nourishes the body in a caring Christian environment.

Arden graduates are curious, courageous and compassionate men and women with an enduring passion for learning who transform the communities in which they live and work.

Mission

Centred on the Christian faith and finding joy in God, Arden provides an exceptional co-educational learning experience that nurtures the uniqueness of confident, capable global citizens.

Workplace Expectations

Professional Conduct

- Foster supportive positive professional relationships
- Demonstrate a sensitive and compassionate work ethic, underpinned by the Christian values of the School
- Demonstrate a duty of care to staff, students and visitors in relation to their physical and emotional wellbeing
- Undertake and comply with mandatory training and regulatory requirements as determined by the School
- Attend School meetings, as requested, including outside of usual work hours
- Participate in professional learning, as requested, including outside of usual work hours
- Any other duties and activities as required by the School Principal (or delegate)

Work Health & Safety (WHS)

- Participate in the development of a safe and healthy workplace
- Adhere to safe work procedures ensuring ongoing adherence to any instructions given for personal safety and health as well as that of others
- Remain familiar with emergency and evacuation procedures, including the location and use of emergency equipment (e.g. first aid kits, fire blankets)
- Report any injury, hazard or illness immediately in accordance with the School's policies and procedures

Child Safety

- Actively participate in the School's zero tolerance for child abuse and commitment to embedding Child Safety in approaches to daily work tasks and involvement in School approved activities
- Model a commitment to providing, so far as reasonably practicable, an environment in which students feel respected, valued and encouraged to reach their full potential
- Commit to understanding professional boundaries and the nuances of appropriate student and staff interactions in the workplace
- Demonstrate an understanding of the need to report suspected (observed or perceived) abuse, neglect, mistreatment and risk of harm

Privacy

- Commit to understanding the appropriate use, sharing, retention and destruction of personal information in the workplace
- Demonstrate an understanding of the need to report suspected (observed or perceived) data breach/es and misuse of personal information

Role classification

Staff are employed at a classification level and assigned to a role rather than appointed to a position. Staff may be re-assigned to other roles at the same classification over time, in line with organisation priorities and/or personal development plans.

The below is intended to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive or limiting list of responsibilities and expectations of the position. Any additional daily tasks are as advised by the Line Manager and are not identified in this Role Description.

The responsibilities, expectations and tasks relevant to this role may be varied at the Principal's discretion, to ensure the operational needs of the School are continually being met.

Professional Review

This Role Description in conjunction with any role specific task lists (if applicable) will be relied on as a framework for professional review.

Role	Student Services Administrator
Campus	Junior Beecroft
Department	School Support Staff
Line Manager	Administration Manager
Direct Reports	Nil
Industrial Instrument	Independent Schools NSW (Professional and Operational Staff) Cooperative Multi-Enterprise Agreement 2025
FTE	1.0 (full-time) The Student Services Administrator role is fulfilled during the term time and during non-term time reverts to an administrative role attending to front desk duties at Secondary Campus and project work as directed
Classification	Clerical and Administrative Staff Level 4.2
Qualifications	Certificate in office administration (preferred)
Compliances	<ul style="list-style-type: none"> <input type="checkbox"/> Valid NSW Working with Children Check Certificate <input type="checkbox"/> First Aid [HLTAID012] [HLTAID011] <input type="checkbox"/> CPR [HLTAID009] <input type="checkbox"/> Child Protection and Child Safety <input type="checkbox"/> WHS/Emergency Procedures eLearning (or equivalent)
Skills, Knowledge & Experience	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum 4 years demonstrated administrative experience, preferably in a similar role <input type="checkbox"/> Strong interpersonal skills and demonstrated ability to work autonomously and collaboratively <input type="checkbox"/> Evidenced ability to communicate effectively with internal and external stakeholders <input type="checkbox"/> Evidenced strong organisation and time management skills <input type="checkbox"/> Demonstrated strong Microsoft 365 skills <input type="checkbox"/> Willingness to learn and work with school specific software programs <input type="checkbox"/> Experience with data management and reporting within a student management system (desired)
Role Profile	<p>The Student Services Administrator will</p> <ul style="list-style-type: none"> <input type="checkbox"/> display a warm, welcoming, service-orientated professional manner <input type="checkbox"/> provide outstanding service to students, staff, parents and visitors to the School <input type="checkbox"/> work effectively and efficiently in an open work environment which experiences regular interruption <input type="checkbox"/> be required to provide administrative support to other stakeholders at the discretion and direction of the Principal, or delegate, commensurate to their abilities <input type="checkbox"/> maintain discretion and confidentiality at all times <input type="checkbox"/> ensure student attendance and absences are accurately and appropriately recorded <input type="checkbox"/> actively promote the safety and welfare of children and young people <input type="checkbox"/> document Standard Administrative Procedures, consistent with the School's prescribed approach

Role Function

Member of the Administration Team - overarching Administration support

As an administrator, this role involves the requirement to support any administrative function of the School in either Campus, as required by the School.

Student Services Administrator

The Student Services Administrator, throughout their daily work practice, is expected to:

Reception

- Receive incoming calls, take and distribute messages efficiently to staff
- Ensure that all visitors to the School follow the sign-in and sign-out procedures
- Arrange distribution of deliveries, including new uniforms to students
- Manage incoming and outgoing mail, including distribution to pigeonholes
- Manage access to and from the School via the secure gate
- Ensure that the Reception area is kept clean and tidy

Student attendance and records

- Monitor and process absence forms via Laserfiche, and attendance and absences through Synergetic
- Monitor student sign-in terminal and assist students checking in late/leaving early due to appointments, sickness, etc
- Review and process changes via Synergetic Action Centre and Laserfiche
- Ensure all mandatory forms are completed when new students are enrolled.
- Monitor and improve quality of student data

Sick Bay

- Provide student care in response to individual needs, injury and/or illness.
- In consultation with the Student Activities Administration Coordinator, ensure individual student medical needs are met for all off-site School activities (e.g., EpiPen for excursion/camp).
- Manage the School's 'Buddy Bags' system.
- Ensure that individual student medical records are maintained for accuracy.
- Manage the sick bay area, ensuring equipment is logged, maintained and stored correctly and first aid consumables are well-within expiry dates, well stocked and stored correctly.
- Manage student medications, including checking and updating documents detailing expiry dates of plans and medications, and following up with parents.
- Manage Campus first aid kits, ensuring any used items are immediately replenished when first aid kits are returned, and sufficient and valid (non- expired) stock is available at all times.
- Conduct a six-monthly audit on First Aid kits and Swipe Cards.
- Manage student waiting areas to ensure that students suffering a

contagious illness are not within proximity of a student with an injury.

- Ensure the accurate recording and reporting of student injury and illness documentation, including the creation of Accident/Incident reports as required.
- Ensure that the School's injury and illness processes are adhered to at all times and contribute to the regular review and updating of these processes.
- Monitor the Schoolbox pages to ensure accuracy of the School's communications with respect to injury and illness processes.
- Ensure appropriate records are kept to accurately record absences resulting from an illness or injury suffered by a student while at School.
- Ensure all medical alerts displayed throughout the School's campus are accurate, at all times.
- Ensure regular and appropriate cleaning of the sick bay area and resources is routinely undertaken.

General Administrative Tasks

- Perform administrative tasks as requested/allocated via individual and group email accounts (i.e., juniorschool@arden.nsw.edu.au).
- Ensure Casual timesheets are approved and sent to Payroll on a fortnightly basis.
- Create and process Student Leaver exit/recharge forms.
- Provide exceptional customer service in an open work area.
- Assist staff with Alii (procurement system) including via the creation of Purchase Orders.
- Manage the School's 'Security Bin' collection and replacement, being mindful of non-term time peak usage times.
- Prepare student files for archive supporting both mid and end of year student leaver cycles.
- Ensure adequate stationery stock levels for the Office and tissue boxes and hand sanitiser for classrooms.
- Monitor supplies and Kitchen supplies for staffroom as needed.
- Facilitate visitor car space bookings.