



ROLE DESCRIPTION

Role title:	Office Supervisor
Classification:	Business Services, Level 3
School/College:	Marist Regional College
Is responsible to:	Business Manager
Key relationships:	Principal, Business Manager, staff, students, parents, volunteers, visitors, TCEO staff, external suppliers.

ROLE ACCOUNTABILITY

The Office Supervisor is accountable for efficiently and effectively monitoring, overseeing and undertaking a range of administrative and financial tasks to support the effective running of the School.

The Office Supervisor works with general direction and uses discretion and judgement in planning, organising work, constantly assessing and improving processes in own function and taking responsibility for outcomes.

Within the role, the Office Supervisor supports the Catholic Identity and Evangelising Mission and works collaboratively with other staff and members of the school community to assist students to achieve enhanced learning outcomes. The Office Supervisor is responsible to, and works under the general supervision of the Business Manager.

KEY RESULT AREAS

School Administration

Customer Service

- Oversee customer service excellence in the school office.
- Oversee use of Visitor management system.
- Respect and protect staff, student and family privacy and confidentiality.
- Respond to and resolve complex customer service queries.

Administration

- Oversee office operations and workflow and supervise office staff including the distribution of information, prioritisation and delegation of tasks.
- Undertake word processing, letter preparation, mail merging, data entry, spreadsheets, desktop publishing and filing.
- Moderation of changes to student, parent and contact information submitted via Consent 2 Go system excursion portal.
- Collate and distribute documents in a timely manner.
- Process incoming and outgoing correspondence and other mail in a timely manner.
- Ensure accurate and timely recording of school community information.
- Compile data from administrative, and / or financial sources for mail merge applications and compliance requirements.
- Maintain checklists for important student related events.
- Centrelink and government statistics.

- Coordinate First Aid Administration and Register and perform first aid as required.
- Coordinate the maintenance of first aid supplies and first aid kits (excluding sport).
- Coordinate office response to Fire Evacuation and Lockdown procedures as prescribed.
- Additional tasks and support as directed by Business Manager.

Records Management

- Maintain a variety of manual and electronic files and records.
- Ensure filing is up to date and secure.
- Retain and dispose of records according to organisational policies and procedures.

Finance

- Perform, and support other staff, with day-to-day financial transactions including data entry, banking preparation, petty cash management, EFTPOS and cash receipting.
- Undertake periodic telephone and written debt collection as required.
- Review and sign Purchase Orders within delegation, where required by Accountant.

Staff supervision

- Supervise and coordinate front office staff functions, breaks coverage and holiday rosters.
- Support the orientation of new office staff and provide on-the-job training and guidance.

Team effectiveness and collaboration

- Work collaboratively with other members of the Administration Team and school community, including parents/guardians, caregivers and volunteers, to enhance student outcomes.
- Develop positive relationships with colleagues and other members of the school community and maintain a positive and professional demeanour at all times.
- Maintain a positive attitude towards new and different ideas and approaches.
- Attend, as required, meetings as convened by management and staff.

Personal effectiveness

- Demonstrate integrity and meet the standards of conduct expected.
- Participate in goal-setting processes and respond to opportunities for growth to improve knowledge and practice.
- Overcome obstacles and recover and learn from setbacks through self-development.
- Participate in staff learning programs and attend appropriate professional learning (PL) opportunities when required.
- Apply constructive feedback from Business Manager to improve knowledge and practice.

Resources and organisation

- Plan and organise workflow to accomplish established objectives.
- Utilise Microsoft software packages, including word processing, maintain email and electronic records, spreadsheets, databases, desktop publishing, accounting and/or web or other specialised software.
- Use school specific proprietary student information, learning, excursion management and organisational software systems.
- Use relevant office equipment including photocopiers, shredders, printers, as required.
- Use school property, resources and technology in a proper and safe manner in accordance with appropriate standards, policies and procedures.
- Consider the environment and minimise waste.

Safety and Compliance

- Exercise responsibility required in accordance with Work, Health and Safety legislation, including:
 - take reasonable care of your own health and safety and that of other people who may be affected by your acts or omissions at the workplace
 - contribute to safe systems of work.
- Create a safe and welcoming learning environment for children and young people congruent with legislative and organisational Child Safe requirements.
- Undertake relevant Catholic Education Accreditation requirements associated with the role.
- Adhere to the requirements of the role in accordance with the professional standards expected of CET staff and all organisational policies, procedures, codes, guidelines and applicable laws.

PERSONAL CAPABILITIES

- Effectively supervise and coordinate a small team of front office administrative staff.
- Extensive Reception/customer service experience.
- Strong financial transaction understanding and processing experience.
- Demonstrated ability to meet deadlines and prioritise tasks for self and team.
- High level proficiency with office equipment, technology and Microsoft software/databases.
- Ability to deliver high quality work in a busy environment.
- Demonstrate professional integrity.
- Work collegially in a team environment.
- Communicate effectively with a range of people from differing backgrounds.
- Coordinate routine activities, set priorities and deliver tasks on time.
- Perform effectively in an environment with competing demands.
- Demonstrated accuracy and attention to detail.
- Demonstrated high level of written and oral communication skills.
- Act with due care and diligence.
- Demonstrated reliability, dependability, flexibility and adaptability.
- Maintain confidentiality when dealing with sensitive information and matters.
- Demonstrated commitment to customer service excellence.
- Work independently with minimal supervision.
- Use initiative to resolve problems in a constructive manner.
- Implement conflict resolution strategies.

ENVIRONMENTAL CONDITIONS AND PHYSICAL DEMANDS

The Office Supervisor role is located in a busy, open area office and is subject to frequent interruptions and communications with others whilst undertaking tasks that require attention to detail and high levels of accuracy.

The Office Supervisor uses a variety of information and communication technology, office equipment and resources.

The role will involve frequent sitting and standing and require fine motor and control skills, auditory and visual functions. Some lifting of supplies and materials may be required from time to time.

SELECTION CRITERIA - KNOWLEDGE, SKILLS AND EXPERIENCE

Essential requirements of the position

1. Capacity to hold and maintain a child related position evidenced by ongoing satisfactory National Police Checks and current Tasmanian Working with Vulnerable People Registration for Paid Employment.
2. Qualification in Administration or other relevant for this role e.g. Front Line Management.
3. Demonstrated high level computer proficiency with emphasis on Microsoft Office suite i.e. Word, Excel, Publisher and financial software applications.
4. Significant supervisory experience of a small or large office administrative team.
5. Demonstrated work experience with office administrative and financial functions e.g. banking and daily financial transaction processing.
6. Ability to work independently with minimum supervision and as part of a team.
7. Highly developed customer service, time management and multitasking skills.
8. Excellent verbal and written communication skills.
9. Current "Provide First Aid" qualification or ability to attain and willingness to apply.
10. General understanding of Work Health and Safety requirements of employees.
11. Ability to maintain confidential, accurate, up to date and detailed records.
12. Willingness to undertake training and professional development as required.
13. Current Tasmanian vehicle driver licence.
14. Understanding of, and ability to contribute to, the mission of Marist Regional College as a Catholic school.

Desirable requirements of the position

- Work experience in school based administration.
- General understanding of Tasmanian Catholic Education Commission policies and their implications for Marist Regional College policies and practices.