

YMCA POSITION DESCRIPTION – SCHOOL ADMINISTRATOR

Position Title	School Administrator		
Group	YMCA Social Impact (Y-Care South East Qld Inc.)		
Modern Award:	Educational Services (Schools) General Staff Award 2010		
Classification Level:	Level 3.1 – Level 3.2		
Position Status	Permanent	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to:	Business Services Manager and also taking direction from the Head of Campus, or other person who may from time to time be appointed		
Supervises:	N/A		

Industry Sector

As the Social Impact arm of the YMCA, Y-Care, trades as YMCA Social Impact and exists to serve people in our community who are disadvantaged. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise. The YMCA Vocational School operates under the Youth and Education focus area.

Position Summary

This position is responsible for providing high level reception, administrative, financial and secretarial support to the YMCA Vocational Schools at the designated campus and may assist at other campuses (as required). This position will work closely with school and other support staff and take direction from the relevant Head of Campus in the delivery of ancillary services to the work area, under the broad direction of the Business Services Manager.

Duties and Responsibilities

1. ADMINISTRATION AND RECEPTION

- 1.1 Undertake routine activities including reception (telephone and counter enquiries), arranging appointments, correspondence and general administration; maintaining school records accurately, such as incident reports, student admissions, enrolments and departures; processing incoming and outgoing mail and email; and once approved, ordering and arranging student transport for excursions, trips and other school activities;
- 1.2 Greet and direct all visitors to the site and promote the YMCA in a professional manner at all times;
- 1.3 Answer and direct telephone calls and attend to and follow up on staff, student and visitor enquires in a timely manner;
- 1.4 Maintain an awareness of where school students, vocational students, volunteers and visitors are located across the site and alert management if any party is in a location that they should not be in;
- 1.5 Ensure effective communication with all YMCA staff, customers and vendors at all times;
- 1.6 Ensure all record management and quality systems are accurate, complete and up-to-date;
- 1.7 Perform a variety of other administrative or support services for school support staff, including assisting with arranging approved relief for school support staff as directed;
- 1.8 Prepare minutes of meetings, policy documents, reports, forms, newsletters, prospectuses, memorandums, examination papers and class notes as directed;
- 1.9 Draft and check correspondence, with guidance from the Business Services Manager, concerning correspondence of a non-routine nature;
- 1.10 Assist with volunteer on-boarding and off-boarding and ensure that electronic volunteer files are maintained accurately;
- 1.11 Responsible for accurate record keeping and reporting, in line with agreed standards, policies and procedures;
- 1.12 In consultation with the Business Services Manager, ensure departmental and school policies as well as guidelines and legislative and procedural requirements are being met;
- 1.13 Provide WH&S assistance to the Business Services Manager and Head of Campus;
- 1.14 Assist in monitoring and evaluating the effectiveness of administration processes and procedures and make recommendations for continuous improvement;

- 1.15 Maintain computer files and undertake systematic database backup procedures as requested;
- 1.16 Ensure all staff, volunteers and visitors sign in and out as they arrive and leave the site;
- 1.17 Arrange bookings for community use of school facilities; undertake stock-takes of school plant and equipment as required.

2. ACCOUNTS AND FINANCE

- 2.1 Assist with accounts payable administration and administer day to day financial matters, e.g. process payments and orders, receipting, banking, reconciling invoices for payment, follow-up on late payments as directed by the Business Services Manager;
- 2.2 Undertake reconciliation of petty cash and banking;
- 2.3 Assist in the development and delivery of systems and processes that contribute to the achievement and enhancement of outcomes through improved financial and resource management;
- 2.4 Provide a range of financial administrative activities and operations including the provision of data entry, maintain financial registers, and providing computing and clerical support for the effective operations of the office.

3. COLLABORATION AND CUSTOMER SERVICE

- 3.1 Communicate with internal and external stakeholders (e.g. school and departmental staff, parents, students, and community members); provide information and advice in line with school policies and/or Head of Campus and Business Services Manager directives; and demonstrates empathy, emotional understanding and support;
- 3.2 Collaborate constructively and positively with all staff, across all locations, in the development, implementation and evaluation of policies and procedures;
- 3.3 Create, document and maintain work instruction documents in the agreed location to facilitate easy access;
- 3.4 Attend and participate in staff meetings/training as required;
- 3.5 Provide support and training to colleagues as required;
- 3.6 Respond to the needs of students, their carers and the wider community and ensure that agreed service standards are met at all times;
- 3.7 Receive and document customer complaints and issues and resolve these or escalate if required;
- 3.8 Support alternative locations and programs where required;
- 3.9 Assist in the planning of Social Impact services and programs;
- 3.10 Participate in project work as required.

Safeguarding Children

1. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 1.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 1.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;



Non-Child-Facing Roles

- 1.9 Participate in safeguarding children and young people training as directed
- 1.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 1.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 1.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 1.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 1.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

General

2. GENERAL REQUIREMENTS

- 2.1 Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 2.2 Comply with all Policies and procedures
- 2.3 Maintain confidentiality of all YMCA information, records and files;
- 2.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 2.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

3. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;
- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Frequent
2. Sitting – Constant
3. Squatting/ bending/ kneeling – Occasional
4. Working outdoors – Occasional
5. Fine motor skills (keying, typing) – Constant
6. Gross motor skills (e.g. setting up, packing up) – Occasional
7. Lifting/carrying up to 10kg – Occasional to Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)



Position Requirements / Selection Criteria

Essential:

1. Minimum education level of certificate III in Business or equivalent, coupled with experience in a similar role;
2. Ability to perform a range of administrative duties with the ability to prioritise competing work tasks and meet set deadlines;
3. Demonstrated ability to enter data accurately and completely into systems and files;
4. Be able to work with minimal supervision and as part of a team;
5. Strong attention to detail and exceptional organisational skills;
6. Excellent interpersonal, customer service and communication skills;
7. Demonstrated high level of competence in the use of computers and application software packages including Microsoft Office Suite skills (Word, Excel, Outlook, PowerPoint);
8. First Aid and CPR qualification or willingness to obtain;
9. Possess or willingness to obtain a Blue Card and a national criminal history check;
10. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

1. Previous experience working in or knowledge of the not-for-profit or education sector.

Approval

Date Position Description Revised:	July 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

