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| Position: | Clerical Officer – Level 2 |
| Team: | Administration team |
| Org unit: | Aspect Education |
| Industrial coverage: | * NSW: Support and Operational Staff MEA,
* South Australia: Educational Services (Schools) General Staff Award
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| Classification: | * NSW: Level 2
* South Australia: School Administration Services – Level 2
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| Reporting Line: | Aspect School Principal |
| Direct reports: | NA |
| Position number: | NA  |
| ANZSCO code: | NA |
| Position Approved by: | Draft |
| Date reviewed: | # |

**Organisation purpose**

Position Profile

**A different brilliant®** - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused, and customer-driven.

Values: We are passionate about people, about being positive, and about what’s possible.

**Team purpose**

To collaborate as a team of specialists including teachers, teachers’ aides, therapists, co-ordinators, administrators and other Aspect staff to support the students with education programmes.

**Position purpose**

To provide a welcoming customer experience in all interactions with students, families, caregivers and visitors to the school. Provide timely administrative support to ensure school systems and records are accurate and up to date as directed by the Principal and school’s Senior Clerical Officer.

**Key accountabilities**

**Administration**

* Ensure administration tasks are completed accurately, professionally and on time
* Manage and maintain school records and logistics, office documentation, and other tasks including the mail function including pick-ups, mail sorting, mailing and special deliveries, order and control supply of stationery and other office supplies in an orderly and systematic way.
* Prepare letters, email communications, memos, reports and other documents as required
* Use established excel spreadsheets for managing data and information.
* Prepare professional and high-quality presentations and other materials using PowerPoint/desktop publishing as required
* Support and or coordinate projects and ensure all stakeholders are communicated on progress of projects and their expectations are met.
* Proof read documents, reports, brochures and newsletters as required
* Actively provide feedback, contributes to and participates in cross school administration initiatives to streamline and improve administration systems.
* Perform other general administrative duties as required

**Customer Experience**

* Ensure that first point of contact with all internal and external customers and visitors are welcomed, inducted and comply with site safety procedure (WHS) and Safeguarding requirements in a professional, positive and informative way
* Provide a welcoming and supportive customer experience for all stakeholders, including families, making sure they feel valued and welcomed when they arrive at school.
* Clearly and effectively communicate with a variety of external stakeholders in writing, by phone/text/ Zoom and in person.

**Operational Matters**

* Ensure the office equipment functions well and is maintained and serviced to meet business needs
* Allocated tasks are completed in a timely manner and proactively seeking to improve administrative and operational processes in collaboration with the Senior Clerical Officer
* Organise catering for special functions as required, including provision of kitchen supplies
* Ensure visitors to the school are verified and approved to be on the school site and are inducted in accordance Aspect procedures and guidelines i.e. WHS, safeguarding and evacuation procedures
* Site is maintained to comply with Aspect procedures and assist with organising site maintenance including raising work orders for contractors, scheduling work, organising site visits and providing information and feedback.

**Financial administration and Reporting**

* Submit invoices and expenses for payment through Expense Manager / Prospend
* Prepare, reconcile and process accounts and credit card statements with appropriate receipts
* Support and provide information to staff regarding fortnightly staff payroll administration and ensure staff submit timesheets on time

**Information Systems**

* Update and maintain information collated in school spreadsheets. Complete basic data manipulation tasks in excel spreadsheets
* Update and maintain data in school database system. Generate reports to support the school and to comply with National Office processes as well as government reporting through attendance stats, census & NCCD etc.
* Assist staff with basic IT issues and support escalation to IT helpdesk where required in a timely and effective manner

**Safeguarding the people we support**

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

* follow safeguarding guidelines as outlined in Aspect’s Safeguarding the People We Support policy and Code of Conduct.
* complete mandatory Code of Conduct training and implement into day to day operations and practice.
* be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
* escalate/report other staff practices which deviate from policy/procedure.

**Work health and safety**

All staff are required to:

* take reasonable care for their own health and safety.
* comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person

to comply with legislative requirements.

* report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
* participate in the staff consultation process about work health & safety matters.
* understand and adhere to Aspect’s Code of Conduct.

**Essential requirements**

**Knowledge and Experience**

* Computer and technology literacy including MS Office applications (Intermediate)
* Knowledge and/or experience in the education or disability sector
* Minimum two years of experience in an administration role
* Exceptional customer experience skills
* Ability to perform all tasks with attention to detail and capacity to meet deadlines

**Qualifications / Licences**

* Relevant administration training or qualifications
* Ability to work with intermittent supervision
* Working with Children Check or equivalent state clearance to work with children (for paid employment)
* Responding to Risks of Harm, Abuse and Neglect (RRHAN) certificate
* International Police Check (IPC) if relevant

**Attributes and Capabilities**

The following attributes and capabilities are needed to perform the role effectively.

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| **Planning and organising** | Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources |
| **Flexibility/Adaptability** | Is open to change, can think independently and champion new methods of operation |
| **Attention to Detail** | Follows a method of work that is organised, logical and accessible ensuring information is accurate and meets information and reporting needs of the school. |
| **Teamwork** | Active participation in and facilitation of team effectiveness. Providing professional and prompt support to the Education team as required. |
| **Technical/Professional Knowledge** | Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise. |

**Functional Capacity requirements**

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| The nature of the work in Aspect Education environments for your specific position, undertaking general administrative and non-Teaching activities will have indirect contact with students. | *Note: Frequency refers to an approximate percentage of time in a typical shift or period on duty* *Rarely: Up to 7%* *Occasionally: 8% to 33%* *Often: 34% to 66%* *Continuously: More than 66%* |
| Requirement | Frequency |
| Resilience to time pressure/workload | Rarely |
| Sitting  | Continuously |
| Standing, Walking  | Occasionally |
| Pulling, pushing, lifting <5kg, reaching, carrying | Rarely |
| Fine motor skills – keyboarding, writing | Continuously |