



**POSITION:** School Administration Officer  
**REPORTS TO:** Head of Campus  
**LOCATED:** Multi Campus setting – Melbourne CBD, Sunshine, Werribee  
**DATE UPDATED:** February 2024  
**TIME FRACTION:** Full time

### ORGANISATIONAL ENVIRONMENT

Hester Hornbrook Academy (HHA) is a Special Assistance School which provides flexible education and learning options, including VCAL (Victorian Certificate of Applied Learning), VETIS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students. Our HOPE – Healing Orientated Program of Education informs our Practice model which ensures the integration of academic intervention and growth with wellbeing and life skills. Teachers, Youth Workers, and Education Support Officers (ESOs) work together to support students to reach their individual goals. Our students include those who have disengaged from mainstream education, are young parents, currently in or leaving out of home care, experiencing homelessness and those who may be experiencing mental health challenges or learning difficulties.

### JOB CONTEXT

The School Administration Officer is responsible for the delivery of friendly, efficient customer service and create a warm and welcoming atmosphere for our school community. The Administration Officer is primarily responsible for providing dedicated customer support services to students, parents/carers and visitors. The Administration Officer is required to uphold and maintain a high level of confidentiality in undertaking their role.

This position encompasses skills in managing reception desk enquiries, incoming phone calls, word processing, data entry, reporting generation, database management, photocopying, filing, managing first aid and stationary supplies and other general administrative tasks. The school Administration Officer is also required to provide First Aid and general health services to students and staff.

**In 2025 this position will be located at our new Werribee Campus, for the remainder of 2024 the ability to Work across multiple campus location is necessary.**

### JOB PURPOSE

This position will work alongside the rest of the Hester Hornbrook Academy administration team to ensure that a warm and welcoming atmosphere is created on entry to our Sunshine and Kings Way Campus. This position requires daily contact with students, parents/carers and on occasion, emergency services personnel.

Where required this position will also support relevant staff with program specific administration tasks and provide high quality, responsive educational support to young people and staff of the Hester Hornbrook Academy.



The role will be the campus First Aid Officer and will assist with enrolments and data entry associated with this process. A high level of professionalism, efficiency and timely communication are integral to this role.

## JOB EXPECTATIONS

Duties of this role may include but are not limited to the following:

- Apply an understanding of trauma-informed practice to support students in a way that is empowering and engaging for the student cohort.
- Have a thorough understanding of a range of interventions that promote engagement, build rapport and develop prosocial behaviours and relationships.
- Receive incoming calls, take and distribute all messages efficiently to relevant staff, students and members of the school community.
- Assist the HHA Enrolments Officer to conduct enrolment interviews, tours and enter related enrolment data in to the school systems.
- Provide a high level of customer service to all customer and to optimally promote and serve the school through effective customer care.
- Arrange the distribution of deliveries and maintain and order as required whole school first aid and stationary supplies.
- Ensure that first aid is administered and that adequate first aid supplies are always available for use and in date; across all campuses, and that these are stored in such a manner that they are easily identified and are accessible by an person rendering assistance to students.
- Manage campus hire bookings and enquiries.
- Greet students as they arrive and leave the campus. Ensuring that any wellbeing concerns are reported immediately to the Head of Campus and/or Wellbeing Team Leader.
- Maintain the cleaner's and property services communication applications and any associated maintenance requests and order consumables.
- Participate in regular supervision, whole school and campus meetings, the performance review processes and professional learning as required.
- Ensure that all Child Safe, risk management and HHA documentation is adhered to.
- Contribute to a culture of continuous review, improvement of student learning outcomes and achievement of the HHA Strategic Plan (SP) and Annual Implementation Plans (AIP).
- Ensure services are delivered within the framework of MCM/HHA policies and procedures, legislative requirements, and meet the relevant service standards.
- Undertake administrative tasks as required by the Executive Leadership Team and other College staff.
- Perform other duties and responsibilities, as directed by Leadership Team of HHA.



## KEY RELATIONSHIPS

This position may have relationships with a diverse range of HHA and MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

- |                               |  |
|-------------------------------|--|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"><li>• Employees from the HHA team (e.g. Youth Workers &amp; VCAL/VETis Teachers)</li><li>• Employees from the Education, Training &amp; Transitions team</li><li>• Employees from the Homelessness, Justice &amp; Family Services division</li></ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"><li>• Education Partners</li><li>• Relevant community services providers</li><li>• Student's communities.</li></ul>  |

## KEY SELECTION CRITERIA

Applications to include a Cover Letter which highlights **how you have previously assisted a young person to improve their literacy and numeracy skills, leading to learning for wellbeing** and a current CV with referees.

**The following key selection criteria must be addressed in the application in order to be short listed for this position:**

1. Proven ability to work collaboratively as part of a multidisciplinary team to provide educational interventions for young people to enable them to develop learning for wellbeing and achieve educational success.
2. Experience working with young people, young people who identify as LGBTQI+ young people and young people from diverse cultural backgrounds in a trauma informed setting, who have existing barriers to education.
3. An understanding of trauma-informed practice, restorative justice principles and the necessary skills to engage young people with multiple and complex needs.
4. Demonstrated capacity to work flexibly, in an outreach capacity and with the ability to manage competing demands as is the case in a Secondary School setting.
5. Understanding of relevant legislation, including Child Safe Standards as they are relevant to a Senior Secondary School setting.

## OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

HHA/MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.



As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all HHA/MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b>            Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Influence &amp; Persuasion</b>            Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>
<b>PARTNERSHIPS</b>	<p><b>Credibility &amp; Integrity</b>            Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised as being principled and as having expertise as a leader.</p>
<b>REPUTATION</b>	<p><b>Provable Results</b>            Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
<b>REPUTATION</b>	<p><b>Disrupting Disadvantage</b>            Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b>            Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b>            Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
<b>PEOPLE</b>	<p><b>Safety First</b>            Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>



## OUR VALUES

Employees are expected to commit to and demonstrate HHA/MCM's values:

### TOGETHER

We are inclusive and accepting of difference.

We work in highly effective teams and our people are connected across our organisation.

We engage proactively with others to deliver outcomes.

### COURAGEOUS

We speak up constructively in line with our convictions.

We pursue our goals with determination.

We are passionate about our advocacy role.

### CURIOUS

We are inquisitive and ask why.

We challenge the status quo.

We actively explore the alternatives.

### OPEN

We are transparent and have genuine, honest interactions.

We listen and hear people's voices.

We value and respect the autonomy of clients.

We trust one another.

### ACCOUNTABLE

We act safely in all our interactions.

We manage within our financial and resource boundaries.

We own our outcomes and decisions.

We are proud of the work that we do.