

Position Information Document

Student Services Officer

Marcellin Campus

Context

Sacred Heart College is a Catholic secondary school in the Marist tradition, comprising two campuses: Champagnat (Years 7–9) and Marcellin (Years 10–12). Our approach to education is shaped by the distinctive Marist characteristics of Presence, Simplicity, Family Spirit, Love of Work and following in the Way of Mary. These characteristics find expression in the way we form relationships, build community, approach our work and accompany the young people entrusted to our care. At the heart of this approach is Marcellin's conviction that "to educate children properly we must love them and love them all equally" (*In the Footsteps of Marcellin Champagnat*, 2023, [117]).

At Marcellin Campus, Student Services is the hub of daily life for more than 1,000 students. It is the first point of welcome for young people and their families, and it provides the reliable systems and friendly presence that underpin a strong sense of Family Spirit. The Student Services Officer plays a central role in this environment by assisting pastoral staff, ensuring accurate records and communication, and maintaining routines that safeguard student wellbeing. By handling these responsibilities with care and consistency, the role allows teachers and leaders to focus on their core work with students.

Broad Purpose

The primary function of the Student Services Officer is to deliver efficient and reliable administrative support across Student Services, with responsibility for attendance, student records, family communication and front-office functions, ensuring the smooth daily operation of the Marcellin Campus.

Qualifications and Experience

Essential qualifications and experience

- Demonstrated experience in administration or front-office roles, preferably in an educational setting.
- High level of accuracy and attention to detail in record-keeping and data entry.
- Strong interpersonal skills, with the ability to communicate effectively with students, families and staff in a professional and welcoming manner.
- Proven ability to manage competing priorities, maintain confidentiality and meet deadlines in a busy environment.
- Competence in the Google suite, Microsoft Office, and school-based information systems (e.g., SEQTA, Synergetic or equivalent).

Desirable qualifications, skills and experience

- Previous experience in student services, reception or pastoral support within a school context.
- First Aid or Mental Health First Aid training, or willingness to undertake such training.
- Familiarity with Catholic and/or Marist education traditions.

Personal attributes

- Warm and welcoming manner, with a genuine care for young people.
- Commitment to confidentiality, discretion and professional boundaries.
- Collaborative and flexible, able to work effectively as part of a busy team.
- Calm, resilient and able to manage pressure in a fast-paced environment.

- Alignment with the Catholic Marist ethos of the College.

Key Areas of Work

Attendance and Records

The Student Services Officer will:

- manage daily absentee and attendance processes, ensuring accurate and timely entry into SEQTA;
- update student records for planned absences, co-curricular participation, events, and Consent2Go approvals;
- produce attendance, punctuality and student management reports for leaders; and
- contribute to data integrity by regularly auditing and correcting records.

Student and Family Services

The Student Services Officer will:

- act as the first point of contact for student enquiries, providing a welcoming and supportive presence;
- respond promptly and courteously to family enquiries by phone, email and in person;
- relay messages, appointments and deliveries between families, students and staff;
- prepare and issue standard correspondence including enrolment confirmations, birth-date verifications and other official letters;
- coordinate practical supports such as bus passes, lockers, lost property, canteen slips and uniform requirements;
- manage and coordinate the College Locker & Lock System locker management, allocating student lockers;
- coordinate the storage and management of lost property;
- ensure supplies are maintained of general ad hoc items required for student care; eg hair-ties, personal hygiene products; and
- prepare and manage the annual locker clean out for the end of the school year.

Events and Campus Operations

The Student Services Officer will:

- provide administrative and logistical support for student events, activities and assemblies as directed by the Director of Students or Heads of House;
- coordinate school photo, student ID and immunisation processes with relevant staff;
- assist with daily organisational matters including room bookings, timetabling adjustments and circulation of notices;
- assist with the event management for graduation events and the Year 12 Formal;
- assist as required to coordinate Year 12 branded clothing, T-Shirt and photo activities and other Year 12 memorabilia initiatives as required;
- in collaboration with the Director of Students prepare the year 12 Graduation Ceremony visual powerpoint presentation including individual photos and testimonials;
- maintain an orderly, safe and presentable Student Services environment; and
- liaise with external providers and contractors as required for student-related services including class photos, Year 12 photos and Boarding.

Counselling, Health and Safety Support

The Student Services Officer will:

- manage calendars, bookings and communications for Student Counsellors;

- provide administrative support for counselling programs, workshops and small-group initiatives;
- support the Health Care Centre with administration, record-keeping and resource requirements;
- maintain up-to-date emergency student lists and ensure attendance is current during critical incidents;
- participate in drills and emergency procedures as required; and
- provide back-up coverage for Reception and general office administration when needed.

General Administration and Continuous Improvement

The Student Services Officer will:

- maintain filing systems, stationery and supplies to support the smooth running of Student Services;
- process invoices, purchase orders and payments in line with College policy;
- provide administrative support to the Marcellin Leadership Team as required;
- contribute to the development of efficient processes, templates and systems within Student Services; and
- support a culture of continuous improvement by suggesting enhancements to service, communication and administration.

Screening and Compliance Requirements

The employee must hold and maintain the following certifications and clearances throughout their employment:

- a current Working with Children Check (**WWCC**) in accordance with Catholic Education SA (**CESA**) requirements;
- approved Mandatory Notification training (Responding to Risks of Harm, Abuse and Neglect – Education and Care);
- a current First Aid certificate or qualification (as applicable to the role);
- any additional certifications, registrations, or qualifications necessary for the safe and effective performance of the role; and
- an understanding of, and compliance with, all screening and clearance requirements applicable to employees, volunteers, and contractors.

Workplace health and safety

Workers have a responsibility to:

- take reasonable care for their own health and safety;
- avoid actions or omissions that may adversely affect the safety of others;
- follow reasonable instructions related to health and safety; and
- cooperate with College policies and procedures related to WHS.

In practical terms this means to:

- using equipment and systems in a safe and appropriate manner;
- reporting hazards, incidents, or near misses promptly;
- participating in WHS training and induction as required; and
- following WHS guidance provided through CompliSpace and other College systems.

Behavioural Expectations and Fair Treatment in the Workplace

Employees of Sacred Heart College are expected to:

- uphold the Code of Conduct for Staff Employed in CESA;
- act professionally and respectfully in all interactions with students, families, and colleagues;

- comply with policies and legislation related to equal opportunity, bullying, harassment, and workplace safety; and
- seek clarification or support if unsure about expected standards of behaviour.

Performance review

All employees are required to proactively participate in the College's Performance Development Program including periodic review

Conditions of employment

Award:	South Australian Catholic Schools Enterprise Agreement 2020
Category:	Education Support Officer
Stream:	Administration
Classification:	Grade 3
Prime location:	Marcellin Campus, Somerton Park, but with flexibility to work at any College site as required.

Reporting/working relationship

Immediately responsible to:	Director of Students
Line management from:	Head of Campus

References

Institute of the Marist Brothers of the Schools. (2023). *In the footsteps of Marcellin Champagnat: Marist educational mission* (2nd ed.). Rome: Marist Brothers – Secretariat for Education and Evangelisation.