

Student Services Officer



**LORETO
COLLEGE**

Marryatville, South Australia

www.loreto.sa.edu.au

Role:	Student Services Officer
Terms:	Permanent – 37.5 hours per week 40 weeks per year
Commencement Date:	18 August 2025
Classification:	Education Support Officer Administration Stream Grade 3 Year 1
Responsible to:	Executive Director: HR, Risk and Compliance

About Loreto

The Mission Statement for Loreto Schools of Australia states:

A vigorous belief in the capacity and responsibility of women to contribute significantly to society and to the church underlies the emphasis in our tradition on the education of girls.

It builds on Mary Ward's conviction that 'women in time to come will do much' and is inspired by her independence of spirit, her strength of mind, her tenacity and her courage in breaking new ground. Yet, for all her passion to redress an imbalance, her fundamental belief was that men and women alike found their deepest truth and ultimate value in God. There is still an urgent need today to recreate the vision of what it is to be fully human, for men as well as women. It is therefore our task to educate beyond the stereotypes. It is our hope that those involved in our schools will act freely, courageously and in a spirit of collaboration to affirm the dignity of each individual and to further the cause of human rights.

This is our vision: that Loreto schools offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service.

All Loreto schools in Australia share the same set of values: freedom, justice, sincerity, verity and felicity. These values are at the heart of our educational philosophy and shape our identity as a school.

Position Overview

The Student Services Officer is responsible for the administration of student attendance, general student enquiries and the transition of new students to the College. The Student Services Officer provides general administration services to students of the College. The Student Services Officer plays a pivotal role in assisting students to ensure smooth the delivery of the student services support and the engagement of the students in their lifecycle at the school.

The role requires a strong customer service focus with the ability to communicate effectively with students, superb organisational skills, and ability to successfully prioritise competing demands whilst maintaining accuracy and attention to detail.

Key Responsibilities and Expectations

Student Services

- Ensure correct procedures are followed of student movement to and from the College eg late arrivals, early departures, appointments, Health Care Centre.
- Refer concerns regarding student patterns of absenteeism/movement/behaviour to the Assistant Principal: Wellbeing and Engagement who will monitor and follow up in consultation with the Leader of Student Wellbeing and Academic Care/class mentor teachers.
- Record student absentee information into system on a daily basis including follow up telephone calls to parents of students with unexplained absences.
- Collect and collate reply slips from students.
- Collate student forms that are returned to Student Services and issue any reminder forms to students.
- Undertake data entry of information as directed.
- Provide support for Year 12 Formal and Graduation Dinner.
- Act as sales area for disco tickets, student functions.
- Collect money for various fundraising events.
- Provide support in ensuring recess and lunchtime yard duties are carried out.
- Assist with recording and follow-up of lunchtime/Friday personal responsibility guidelines.
- Liaise with staff re requirements for boxes in classrooms keeping up to date with nail polish and other necessary items. Purchase when necessary.
- Provide support for annual booklist requirements.
- Maintain and assist with photocopier in Print Room – ensure consumable supplies are maintained.
- Maintain care and follow up of Lost Property items.
- Maintain supply of additional student related forms.
- Maintain register of confiscated jewellery.
- Photocopy as directed by the Personal Assistant to the Principal.
- provide morning tea and lunchtime relief for the Receptionist.
- Other duties as directed by the Principal or Personal Assistant to the Principal.
- Engage in reflective reviews with your line manager.

Mission, Ethos and Ethics

- Know, accept, embody, and develop the Loreto mission and values.
- Possess a commitment to and a clear understanding of the Loreto charism of Mary Ward.
- Support the Catholic ethos by taking part in staff and student prayer.
- Role model Christian values when interacting with students, staff, and parents.

- Always maintain confidentiality and demonstrate high professional standards within the College and community.
- Provide consistent public support both within and outside the College for school-wide policy initiatives and strategic plans.
- Support and uphold the College's policies and procedures and the Safeguarding Children and Young People Code of Conduct.
- Undertake tasks including creating, collecting, maintaining, using, disclosing, duplicating and disposing of information including managing and using communication devices in accordance with the College's policies, including Privacy Policy and Responsible Use of Technology Policy.

Person Specification – Essential Criteria

Knowledge and Skills Required

Personal Qualities

- Well-developed interpersonal skills, including the ability to listen and communicate effectively and empathetically to achieve successful outcomes
- Excellent communication skills, both written and verbal, that can be used effectively with staff, students and parents
- Demonstrated ability to prioritise tasks, use knowledge and initiative and to problem solve promptly
- Proactive and able to anticipate needs.
- Flexible and adaptable to changing priorities
- Professional demeanour and positive attitude
- Ability to work independently, be self-motivated and proactive and also be an active and supportive contributor in a team environment
- Demonstrated ability to deal with sensitive information in a professional and confidential manner
- Exceptional organisational and time management skills together with resourcefulness and initiative to manage multiple priorities

Essential Qualifications

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software

Work Health and Safety

Teachers (including PORs), Non-teaching positions – WORKERS

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012.

As a *Worker*, while at work you must –

- take reasonable care for yourself and others in the workplace
- take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- comply, in so far as you are reasonably able, with any reasonable instruction given by the employer to allow the person to comply with the WHS Act
- cooperate with any reasonable policy or procedure of the employer relating to health or safety at the workplace that has been notified to workers
- do not bypass or misuse systems or equipment provided for any purpose
- report unsafe conditions or acts which come to your attention and address where possible. Notify your supervisor/manager of actual or potential WHS risks in your work area
- notify your supervisor/manager of incidents, injury and pain or discomfort following a work related injury/activity as soon as possible, preferably in the shift it occurs, but no later than 24 hours.

All workers are authorised to:

- stop any activity where there is imminent risk of harm to self or others and to the environment
- instruct others to stop a task considered to present a risk to health, safety and the environment
- raise and/or discuss health, safety, environment and quality matters with supervisors/managers or safety representatives where relevant
- notify a direct report and follow up on any health safety, environment and quality matters outside of one's ability or capacity to control
- escalate health, safety, environment and quality matters to an appropriate level

Accountability

Catholic Church Endowment Society Inc (CCES) utilises a number of accountability processes to assess performance relating to the implementation of management system responsibilities. These processes apply to all personnel and are performance based.

The key process may include:

- supervisory arrangements (in accordance with organisational and site management structures)
- system review and verification activities; and
- performance appraisals

Reference: Catholic Safety, Health Welfare South Australian, (12) v1

Annual Review

An Annual Review is undertaken with your line manager to provide feedback and discussion for professional growth.

APPROVAL

Job Description Approved

.....
Print Name

.....
Signature Principal or Delegate

.....
Date

.....
Print Name

.....
Signature Staff Member

.....
Date

August 2025

Applications

Applications for the position of Student Services Officer should be addressed to:

Ms Kylie McCullah
PRINCIPAL
Loreto College
316 Portrush Road
MARRYATVILLE SA 5068

Terms and Conditions

- Responding to Risk of Harm, Abuse and Neglect- Education and Care certificate
- All applicants will be required to undergo a Working with Children Check and Catholic police clearance. Please attach any relevant certificates to your application.

Included with your application

Please provide copies of the following documents:

- Address each of the Selection Criteria outlined in the position description.
- Your Curriculum Vitae
- The names, addresses and full contact details, including email address, of three referees who may be approached.
- All applicants will be required to complete an Applicant Declaration Form for School Employees which is available on our website. This Form must be submitted with your application.

Closing Date

Applications close at 9.00 am on Friday, 8 August 2025