



# Position Description

<b>Position Title</b>	<b>Administration Support</b>
<b>Organisation</b>	Catholic Education Sandhurst Limited (CES Ltd)
<b>Function</b>	Office of the Executive Director
<b>Location</b>	<i>Bendigo</i>
<b>Enterprise Agreement and / or Award</b>	Catholic Education Multi-Enterprise Agreement 2022
<b>Classification</b>	CEO Administration Level 2
<b>FTE</b>	0.6 FTE (Working Tuesday, Wednesday and Thursday)
<b>Status</b>	Ongoing
<b>Reports to</b>	Executive Assistant to Executive Director

## Position Summary

The role of Administration Support is to provide effective reception and administrative support for the three head offices of Catholic Education Sandhurst Limited based in Bendigo, Wangaratta and Tatura. The Administration Support is responsible for the front desk area of the Bendigo office as well as providing general administration support to all staff within the Catholic Education Office.

Reporting to the Executive Assistant to Executive Director, this role also has the additional responsibility of completing any administration support required related to events, functions, conferences and programs for CES Ltd.

The candidate will have strong experience in reception and / or general administration. They will also be well organised, approachable, friendly and have excellent communication skills.

## Our Organisation

Catholic Education Sandhurst Limited (CESL) is committed to the mission of Catholic Education across the Diocese of Sandhurst. With a rich history dating back to 1853 the Diocese reaches from Central to Northeast Victoria. The organisation supports more than 3,000 employees in just under 60 schools and early childhood facilities.

CESL participates and cooperates in the work of the Victorian Catholic Education Authority (VCEA), which has key responsibilities for the allocation and distribution of government funding, facilitating

cooperation across the four Victorian Dioceses, and in working and cooperating with government statutory authorities.

The Executive Director and all delegations via that position, including the Deputy Director, operate within the parameters of Canon Law and the established protocols of the Catholic Church. CESL is the employing authority for its schools and acknowledges and respects the role of Parish Priests within the Parish communities in which schools are located and supported.

CESL participates and cooperates in the work of the Victorian Catholic Education Authority (VCEA) as the peak body for Catholic Education in Victoria, which has responsibility for the allocation and distribution of government funding, facilitating cooperation across the four Victorian Dioceses, advocacy for Catholic education and collaboration with government statutory authorities.

## Our Vision

The vision for CES Ltd is to provide, in partnership with our families and parishes, stimulating, enriching, liberating, sacramental and nurturing learning environments drawn from the Catholic tradition in each of the diocesan school communities.

At the heart of this vision is our commitment to the ongoing duty of care that we have for the safety, wellbeing and inclusion of all children and young people, a pursuit of excellence in all levels of learning and creating communities of welcome, hospitality and inclusion.

We believe:

- that the values of the Gospel are central to who we are, what we do, and how we act
- that we have a vital role in the mission of the Catholic Church to imagine and seek new horizons while respecting our Tradition
- that a strong sense of community is dependent on the quality of our collegial relationships
- that each person's potential is fostered through the dedicated ministry of Catholic Education
- in leadership encompassing vision, innovation, and empowerment.

## Our Values

CES Ltd Values underpin and reflect the behaviours we expect of our staff:

### **Principles of Catholic Social Teaching**

The identity of the Sandhurst Catholic School reflects the principles of Catholic social teaching, grounded in the person of Jesus, and interpreted and enacted for the "common good" in response to the "signs of the times".

These principles require that the dignity and potential of each person be fully respected within a climate that is conducive to peace, security, and development. This must find expression in the relationships, structures, curricula, planning, processes, and care in the everyday life of the school.

### **Respect**

Respect for the dignity and potential of each person within a climate that is conducive to peace,

security, and development. This must find expression in the relationships, structures, curricula, planning, processes, and care in the everyday life of the school.

**Partnerships**

The Sandhurst Catholic Schools do not function in isolation. In attending to the religious dimension of education, the most fundamental partnerships are those with parents/guardians and with local Catholic faith communities. The school is part of the wider Church community.

**Faith**

The tasks of evangelisation, catechesis and religious education are shared by home, school and parish, with each having its own distinct contribution to make in a sense of genuine partnership.

**Key Responsibilities**

<p><b>Reception</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the reception of the Bendigo office is running smoothly.</li> <li>• Open and close the office and ensure the front entry is clean and tidy.</li> <li>• Assisting Administration Assistants to prepare meeting rooms according to request specifications. After meetings and events, also assist to ensure that all equipment, materials, and catering items are packed up and returned to their appropriate locations. Clean and reset the rooms for future use.</li> <li>• Greet visitors and staff coming to the office, show them to waiting rooms and provide an orientation as required.</li> <li>• Assist visitors to complete sign in.</li> <li>• Manage incoming and outgoing mail including collection and / or drop off at post office as required, including deliveries.</li> <li>• Answer and manage the main telephone switch for the three offices in Bendigo, Tatura and Wangaratta and answer queries where possible, or direct calls to appropriate staff member.</li> <li>• Enter any complaints into the online complaints management system.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• Perform general administration in a timely manner, this includes, but is not limited to, binding, photocopying, laminating, scanning, mail outs, formatting documents, printing, archiving, restocking office equipment and groceries, stationery ordering, disposal of secure bins, and reporting office equipment faults.</li> <li>• Maintain and respond to the relevant email group and calendars assigned to administration support.</li> <li>• Maintain stationery cupboard including tidying and restocking photocopier paper and liaise with ICT for servicing with supplier.</li> <li>• Assist with formatting, proofreading, creation of publications, and printing and sending out booklets as required.</li> <li>• Assist with raising purchase orders as required.</li> </ul>

<p><b>Event Administration and Assistance</b></p>	<p>Support event administration, including but not limited to:</p> <ul style="list-style-type: none"> <li>• venue bookings</li> <li>• accommodation; catering &amp; management of dietary requirements</li> <li>• coordinating RSVPs</li> <li>• purchasing promotional and / or other supplies</li> <li>• booking guest speakers</li> <li>• raising purchase orders</li> <li>• ordering flowers</li> <li>• compiling any marketing material or handouts</li> <li>• finalising any other preparation for the event</li> <li>• assisting with the setup and breakdown of materials and supplies at offsite events</li> <li>• support the facilitation of event activities</li> </ul>
<p><b>Records Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure all personal and confidential records are accurate and maintained in accordance with best practice and legislative requirements.</li> <li>• Maintain systems and electronic filing systems for recording and storing information and documenting procedures to enable efficient retrieval of information as required.</li> <li>• Maintain archiving, including sending files to archives, maintaining destruction lists and obtaining files from archives as requested.</li> <li>• Work collaboratively with other CES Ltd employees to ensure any new systems and processes are supported.</li> <li>• Maintain databases of information for CES Ltd as required.</li> </ul>
<p><b>Customer Service</b></p>	<ul style="list-style-type: none"> <li>• Provide efficient and effective customer service, dealing with queries promptly and in a courteous, helpful, and friendly manner.</li> <li>• Respond to general administrative queries and escalate any issues as required.</li> <li>• Ensure that confidentiality is maintained, and that compassionate, competent customer service is offered within the framework of the mission, values and vision of CES Ltd.</li> <li>• Understand critical or sensitive issues which may require the immediate attention of a senior Leader at CES Ltd.</li> </ul>
<p><b>Ad hoc Projects</b></p>	<ul style="list-style-type: none"> <li>• Assist with the completion of any ad hoc projects as required.</li> </ul>

Carry out all other duties that are within the limits of the skill, ability, competence, and training of the employee, and aligned with the requirements of the role as may be directed from time to time.

# Mandatory Responsibilities and Requirements

## Compliance with CES Ltd Policies and Procedures

- All CES Ltd policies and procedures are available in either CompliSpace and/or the Staff Portal. It is expected that all employees of CES Ltd must ensure that they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breaches in compliance may result in disciplinary action.

## Compliance with Occupational Health and Safety

- All CES Ltd employees have a responsibility to take reasonable care of their own health and safety along with the safety of others. It is expected that all employees comply with policies, safe work procedures, instructions, and rules of CES Ltd's OH&S Management System.
- All employees must report any hazards or any other health, safety, or wellbeing issues to their team leader/principal. There is also an expectation that employees will actively eliminate hazards, follow instructions, and participate in training and consultation processes.
- All employees who have responsibility to supervise /lead others have additional responsibilities including ensuring that employees have clearly defined safety roles and responsibilities, addressing OH&S issues immediately, be aware of tasks being undertaken by employees and ensure that they have the skills required to perform tasks safely, ensuring training is provided to address any knowledge or skills gaps for performing work safely, ensuring clear policies and procedures are implemented as well as holding regular OH&S meetings with employees and managing non-compliance.
- Depending on the role some employees will also be required to provide evidence of successful completion of First Aid Certificate inclusive of Anaphylaxis training prior to commencing employment with CES Ltd.

## Compliance with Child Safety Legislation

- CES Ltd is committed to creating and maintaining a child safe school environment in which all students feel safe and are safe. They do this by promoting the safety, wellbeing, and inclusion of all children. All CES Ltd employees have a responsibility to comply with current Child Safety legislation. This includes keeping up to date with relevant mandatory reporting requirements and maintaining a valid working with children check or VIT registration. CES Ltd are committed to ensuring the safety of children in our care, as such rigorous reference and background checks are conducted at the pre-employment stage. All staff are also expected to comply with the Child Safety Code of Conduct as amended or varied from time to time.

## Requirement for onsite work

- CES Ltd values flexibility and supports remote work where able. This position does require the majority of tasks to be conducted at a CES Ltd workplace and as such, the incumbent must be available to work onsite.

## Key Selection Criteria

<b>Essential</b>	<b>Qualifications and Registrations</b>	<ul style="list-style-type: none"> <li>A current unrestricted Australian Drivers Licence.</li> </ul>
	<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated experience in working in a reception or administrative role.</li> <li>Minimum typing speed of 45-60 words per minute with 80% accuracy.</li> </ul>
	<b>Commitment to Catholic Education</b>	<ul style="list-style-type: none"> <li>Demonstrated commitment to Catholic Faith with an understanding and willingness to work within the Catholic ethos, traditions, and practices of the Diocese of Sandhurst.</li> </ul>
	<b>Commitment to Child Safety</b>	<ul style="list-style-type: none"> <li>Willing to undergo or provide a current and satisfactory Working With Children check.</li> <li>Ability to demonstrate an understanding of appropriate behaviours when engaging with children.</li> <li>Acknowledge and appreciate the strengths of Aboriginal culture and its importance in the wellbeing and safety of Aboriginal students.</li> </ul>
	<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>Proven organisational and administration skills with exceptional attention to detail.</li> <li>Highly developed word processing and computer skills including a high degree of proficiency within the Microsoft Suite including Microsoft Word, Excel, PowerPoint, and Outlook, Teams, Forms and OneDrive.</li> <li>Demonstrated high level customer service skills.</li> <li>Excellent written and verbal communication skills.</li> <li>Personal qualities of friendliness, cooperation and enthusiasm.</li> </ul>
<b>Desirable</b>	<b>Qualifications and Registrations</b>	<ul style="list-style-type: none"> <li>Certificate IV qualifications in a relevant field or equivalent.</li> </ul>
	<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Experience in an education environment would be highly regarded.</li> </ul>