



**WILDERNESS
SCHOOL**

ALWAYS True

Administration Assistant

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| Status | 12 month contract |
| Commencement Date | June 2022 |
| Employment Fraction | 0.40 FTE |
| Area of Appointment | Admissions |
| Position Reporting to | Academic Registrar Director of Communications and Marketing |

The School:

Wilderness School is a non-denominational girls school educating students from Early Learning through to Year 12. Since 1884, Wilderness School has prepared girls to be adventurous, courageous, responsible and respectful learners and leaders. The legacy of our Founders, the Misses Brown, continues today and is a rich and integral part of our school culture.

Staff members at Wilderness School are required to uphold the values and the reputation of the School and community. Staff members are expected to show a commitment to:

- Conducting their relationships with respect and kindness;
- Demonstrating high behavioural, moral, ethical and professional work standards;
- Working together to successfully manage change.

Job Purpose:

The Administration Assistant is an integral part of the Front Office and Admissions Team. Working closely with the Academic Registrar, the Administration Assistant will ensure that enquiries by future, current and past members of the Wilderness community and other relevant contacts are responded to in a courteous, helpful and timely manner by serving as the Front Office Receptionist one day and the Registrar Assistant on the other.

The primary function of the Registrar Assistant is to provide professional, practical and timely support to the Registrar. Assisting with a range of database and administration tasks; accuracy and efficiently is integral to the success of this role. When completing the duties of the Front Office, the Administration Assistant will act as a first point of contact between the School and its stakeholders through multiple forms and communication.

Key Areas of Responsibility:

Office Administration duties and support will include but are not limited to:-

Admissions

- With direction, enter data in the Student Management System relating to different stages of the student lifecycle including:
 - Enquiries, applications, school tours, interviews, offer letters, scholarships, confirmed enrolments;
 - Current student data including change of contact details;
 - Student leaver data and student withdrawal information;
- Assist the Registrar in booking prospective student interviews, scanning student documents and organising room bookings.
- Assist the Registrar in booking prospective families for school tours, confirming tour bookings and preparing name tags for school tours. Collate and distribute enquiry information packs as required.
- Action correspondence relating to enquiries, tours, applications and confirmed enrolments.
- Write and distribute birthday cards for prospective students.

Front Office Reception

- Provide a reception service for all enquiries that walk-in, phone or email the Front Office; this includes overseeing the info inbox on a daily basis and responding and forwarding emails as necessary.
- Receive parcel deliveries and arrange collection from relevant staff/students or distribute to departments as necessary.
- Sort and distribute incoming mail as addressed prior to 9am each day via pigeonholes.
- Manage and organise the daily outage postage of all school mail, including maintaining an accurate postage register, auditing post office invoices, authorizing and forwarding invoices to accounts for payment.
- Welcome visiting students and complete required medical forms
- Assist with student attendance records by assisting students to sign in and out of the School.
- Book taxis as required. This encompasses the distribution and maintenance of cab charges and cab charge records.
- Work with the Registrar to document, review, and update procedures for the Front Office.
- Understand and follow procedures for school emergency procedures.
- Any other tasks as required.

Qualifications, Skills and Experience:

- Excellent interpersonal skills and the ability to relate effectively to students, staff and parents.
- Outstanding customer service and strong communication skills (both telephone and face-to-face) to effectively communicate with a wide range of stakeholders and be sensitive to people from a variety of cultures and backgrounds.
- The ability to prioritise in a busy office environment and stay on task when faced with regular distractions and interruptions.
- Attention to detail and a high level of accuracy with regard to data entry and word documents.
- Strong numerical data entry skills.
- Experience in the Microsoft Office suite - Word, Excel and Outlook.

- Time management, workflow management and planning skills that ensure team workload is managed and deadlines met according to agreed priorities.
- Knowledge of general office procedures, including operating a busy switchboard.
- Proven capacity to operate in a collaborative, professional, confident and confidential manner.
- Evidence of ethical behaviour in all professional duties.
- Skilled at working in a team environment, offering support and assistance where needed.
- The ability to present the ethos, mission and values of Wilderness School in a highly positive and professional manner.

Desirable:

- Knowledge or Synergetic and/or SEQTA an advantage.

The successful applicant will be required to undergo a Working with Child Check and adhere to the School's Child Protection Policy.