



POSITION DESCRIPTION

Directorate: Education

Position Number: P63401

Branch: School Improvement

Classification: AS04

Business Unit: Telopea Park School

Location: Telopea Park School – South Weston Network

Position Title: Excursions Officer

Report to: Business Manager

Position Requirements: A current Working with Vulnerable People (WWVP) registration

Last Reviewed: 28/05/26

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours [Values and Signature Behaviour - ACTPS Employment Portal](#)

DIRECTORATE OVERVIEW

The [ACT Education Directorate](#) (Directorate) delivers high quality education services through government schools, registers non-government schools and administers vocational education and training in the ACT. The Directorate aims to develop and deliver educational services to empower each child and young person in the ACT to learn for life.

The Education Directorate is one of seven ACT Government Directorates established with a collaborative purpose to achieve the ACT Government's priorities and to serve the community. The Education Directorate services include the provision of public-school education, regulation of education and care services, registration of non-government schools and home education.

What is important to us: We are an education system that empowers our young people to thrive in ways that foster a democratic, equitable, diverse and prosperous society.

Our Mission: We develop and deliver educational services to empower each young person in the ACT to learn for life.

Our Vision: Our Directorate values of respect, integrity, collaboration, and innovation reflect the employee values of the ACT Public Service. These core values underpin our service delivery and are the cornerstone of our workplace environments. Translating these values into daily practice is an expectation of all ACT public servants.

The ACT public education system continues to expand with over 50,000 students attending 90 public schools, comprising:

- 52 preschool to year 6 schools (including four Koori preschools);
- nine year 7 to 10 high schools;
- eight year 11 and 12 secondary colleges;
- six early childhood schools (preschool to year 2);
- four specialist schools;
- eight preschool to year 10 schools (including one Koori preschool);
- one kindergarten to year 10 school; and
- one year 7 to 12 school.

The Directorate also has responsibility for the planning and coordination of early childhood education and care services for the ACT.

The Directorate is structured around four divisions: School Improvement Division; System Policy and Reform; Business Services Division and Service Delivery and Design. The Directorate employs approximately 7,050 staff including 4,211 school teachers and leaders.

Further information about working in the ACT Public Service and the Education Directorate can be found at <https://www.jobs.act.gov.au/about-the-actps> and <https://www.education.act.gov.au/> .

BRANCH OVERVIEW

The School Improvement Branch works closely with schools supporting them to develop sustainable processes that ensure a culture of school improvement and accountability related to their individual context.

SCHOOL OVERVIEW

ACT Public Schools deliver quality education to shape every child's future and lay the foundation for lifelong development and learning.

Telopea Park School is a binational French-Australian school, both an ACT public school and an accredited school by the French Ministry of Education. The curriculum delivered is a bilingual, binational, harmonised French-Australian curriculum. At the commencement of 2024, the school have approximately 1600 students enrolled across kindergarten to year 10 and our staff comprises of approximately 180 teachers and staff. The school is in central Canberra and is easily accessible. Students come from a diverse range of cultural backgrounds. They range in age from five to sixteen. The school has a truly international character.

Telopea Park School/Lycée Franco-Australian de Canberra is committed to excellence in education and in all fields of endeavour by challenging students to develop the skills and personal qualities needed to live successfully in a complex world.

The school values cultural diversity and students achieving their personal best through a broad range of educational experiences. The school provides a safe, caring, and supportive environment where all students have equity of opportunity to learn. Through its philosophy and practice, the school promotes mutual respect and tolerance.

POSITION OVERVIEW

Working under the general direction of the Business Manager, the role is responsible for a wide range of administrative support with a primary focus on domestic and international excursions, supporting the enrolments and timetabling officer as well as supporting and overseeing the front office/reception for Telopea Park School.

The position is responsible for planning and managing international and domestic excursions in collaboration with teachers and executive staff, including documentation, risk assessments, approvals, payments, and communication with all stakeholders such as staff, families and parents, ensuring compliance with relevant policies and procedures.

This role will also oversee the effective operation of the front office, working with one other front office staff to provide reception and front office duties, coordinating correspondence, enquiries and workflow management. The excursions office will work closely with the Finance team acting as receipting officer for the school and ensuring close collaboration on Finance matters related to excursions. This role also has a coordinating function of the school social media accounts, working with the students and staff for social media communication.

Working closely with school leadership and staff, the position exercises sound judgement and initiative to improve processes, support service delivery, and maintain a professional and customer focused environment, while ensuring compliance with legislative and workplace requirements.

WHAT YOU WILL DO

This position is an active member of the Telopea Park School administration team assisting with the operations of the school business and is accountable to the ACT Education Directorate in meeting relevant legislative requirements. The Excursions Officer will work under general direction in relation to established priorities, task methodology and work practices to provide support to the Business Manager and Principal in the day-to-day management of the school in line with school requirements and Directorate priorities.

Excursion Coordination

Under general direction of the Business Manager and Executive teachers to coordinate excursions, including but not limited to:

- Coordinating excursion paperwork, risk assessments, financial approval and Principal approval
- Liaising with teachers, parents and/or students to ensure parental permission is received
- Receiving payments for excursions
- Providing excursion policy advice to members of the school community where appropriate

Financial Management

Under general direction of the Business Manager:

- Manage and support finance processes such as receipting of payments
- Maintain financial and front office administration using computerised systems including financial packages

Staff supervision and administration

Under general direction of the Business Manager and in coordination with the Operations Manager, supervise and mentor other team members to achieve their duties in the day-to-day operations of the front office. These duties may include but are not limited to:

- Maintaining Sentral student records and general support for the enrolments officer
- Answering phones and general family and student enquiries
- Financial processes such as receiving and receipting payments
- Communication through various communication channels such as social media, newsletters and emails
- General administrative duties such as data entry or printing and filing

Communication and Stakeholder Management

- Provide excellent customer service to students, families and the broader school community.
- Provide a confidential customer focus and high level of client service by responding to stakeholder needs and expectations.
- Develop, support and maintain customer relationships and liaise with internal and external stakeholders on a range of complex and sensitive matters.

Business Strategy and Improvement

- In conjunction with the business manager and other team managers, participate in and contribute to strategic planning sessions where relevant.
- Under general direction, contribute to the priorities, strategies and actions in the school improvement plan and annual action plans as relevant.
- Participate in executive meetings/working groups as required and provide general advice on business functions to the school leadership team.

Records Management

- Maintain a range of record keeping systems and databases including student files
- Under general direction, contribute to the compliance of student related information, record keeping and processing according to Education Directorate requirements and legislation

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated capability in applying organisational processes and procedures to plan and coordinate domestic and overseas excursions, ensuring compliance and effective delivery.
2. Demonstrated high level administrative skills including the ability to operate a variety of computer programs, databases and other record management systems.
3. Ability to interpret and apply rules, regulations and procedures to provide advice and make decisions with general direction under appropriate delegations.

Behavioural Capabilities

1. Proven sound liaison and communication skills, with the ability to communicate effectively and sensitively with a range of stakeholders.
2. Demonstrated commitment and experience in high quality customer service principles and practice.
3. Proven organisational skills with the ability to work effectively in busy situations, in a team environment or independently and the ability to meet deadlines with minimal supervision.
4. Demonstrated ability to be an effective team member, with initiative and ability to work independently when necessary.

Compliance Requirements / Qualifications

- This position requires a Working with Vulnerable People (WWVP) Registration prior to commencing in this role.

Desirables

- Experience in an administration role in an education setting.
- First Aid Certificate or a willingness to undertake appropriate training
- Knowledge of Xero Financial Package, Microsoft Outlook, Word and Excel.
- Knowledge of school specific software including Sentral and Timetable or similar.

Other information

Working in a School Setting Duty of Care

The legal duty of care requires that all staff should take all reasonable measures to ensure the safety of any student. Whilst Administrative Service Officers (ASO) do not have the same level of duty of care as teachers, because of the student/teacher relationship that exists and teachers' professional standing, all staff are required to take reasonable steps to protect students against risks of injury that could have reasonably been foreseen.

The duty is not to ensure that there is no injury but to take reasonable care to prevent injury that could have reasonably been foreseen. The level of duty of care for ASO staff will depend on the individual role and the arrangements put in place by the principal.

All ASO staff are responsible for providing basic physical and emotional care for students. This may include activities such as toileting, assisting with meals and lifting of students and/or the provision of support to students in accordance with approved student health care/treatment plans. The degree of responsibility for these activities will vary depending on the role, individual student needs and the working environment.

Employment conditions

A full-time Administrative Service Officer's ordinary hours of work are 147 hours over a four

week period (ie. an average of 73 hours 30 minutes per fortnight or 36 hours 45 minutes per week).

Administrative Service Officers usually work 7 hours 21 minutes per day with an additional 60 minutes for a lunch break.

Administrative Service Officers in schools are required to work during school stand down periods (school holidays), noting that flexible working conditions may apply on an individual basis.

Extracurricular activities

Administrative Service Officers in schools may be required to assist teachers with the care and supervision of students in out-of-class activities including on school excursions, overnight camps and when transporting students to other campuses or facilities.

These school activities may be in addition to their ordinary hours of work. In these circumstances, participation is voluntary and following agreement with the principal, Administrative Service Officers may be granted flex or overtime in accordance with the enterprise agreement.

The degree of responsibility for these activities will vary dependant on the Administrative Service Officer, student needs and environment.

Mandatory reporting requirements

Administrative Service Officers in schools also have an additional responsibility for the care and protection of students. *The Children's and Young People Act 2008* (the Act) identifies certain persons, including teachers and public servants who in the course of their employment works with or provides services to children and young people, as mandatory reporters.

A mandatory reporter must notify Care and Protection Services when they believe, on reasonable grounds, that a child or young person has experienced, or is experiencing, sexual abuse and/or non-accidental physical injury.

Reportable conduct

The ACT Reportable Conduct Scheme is an employment based child protection measure designed to ensure that allegations and convictions against employees, related to abuse and misconduct against children, are identified and acted on appropriately. The Scheme was developed in response to the Royal Commission into Institutional Responses into Child Sexual Abuse and mirrors the NSW system, which has proven to be an effective and successful model.

The ACT Education Directorate is considered a 'designated entity' under the scheme and as such is required to report allegations, offences or convictions relating to child abuse or child-related misconduct by an employee, to the ACT Ombudsman. For the purposes of the scheme, a child is classified as a person under 18 years old.