POSITION DESCRIPTION

Directorate: Education

Position Number: P70132

Branch: School Improvement

Classification: AS03

Business Unit: Hughes Primary School

Location: South Weston

Position Title: Administration Officer

Last Reviewed: October 2026

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

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 94 public schools, comprising:

- Fifty-five preschool to year 6 schools (including four Koori preschools);
- twelve year 7 to 10 high schools;
- eight year 11 and 12 secondary colleges;
- five 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
- One outdoor learning/accommodation centre.

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.

Hughes Primary School is a vibrant and inclusive learning community that proudly celebrates the rich diversity of our beautiful surroundings. Our mission is to support every child to flourish, both academically and personally.

With over 500 students from Preschool to Year 6, including those in the Southside Primary Introductory English Centre (SPIEC), we foster a culture of kindness, respect, and resilience. We encourage every student to try their best and grow into confident individuals who make meaningful contributions to our school and the wider community.

Hughes Primary School is an International Baccalaureate (IB) World School offering the Primary Years Programme (PYP). We are proud to be part of a global network of schools committed to delivering high-quality, challenging, and internationally-minded education—because we believe this is essential for our students' future.

At Hughes, we believe in being kind and always trying our best. We look forward to learning and growing together.

POSITION OVERVIEW

Hughes Primary School is seeking a dynamic, proactive, and caring Administration Officer to join our front office team. This role is central to the daily operations of our school, providing essential support to students, staff, parents, carers, and visitors.

The successful candidate will work closely with the Business Manager and the Principal and offer high-level administrative assistance across a broad range of responsibilities. These include student attendance and administration, excursion coordination, customer service, reception duties, general office tasks, and first aid.

To thrive in this position, you will need to be adaptable and organised, capable of managing competing priorities and meeting deadlines in a fast-paced, ever-changing environment. As the first point of contact for many families and visitors, you will play a key role in fostering a welcoming and positive school culture. Your warm and professional approach will ensure that everyone feels supported and valued in their interactions with our school.

WHAT YOU WILL DO

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

Student Administration

Under general direction:

- Maintain accurate student records using a range of record keeping systems and databases including student files.
- Process student enrolments according to Directorate policies and procedures.
- Maintain record of student absences/attendance and report to senior staff accordingly.
- Assist parents and families throughout the year across a broad range of topics including; enrolments, attendance, absences and key dates.
- Sensitively and confidentially report parent or student concerns and other relevant information provided to the appropriate team members.
- Provide appropriate advice and support to staff and parents on student related matters.
- Effectively communicate with sensitivity both orally and in writing.
- Provide administrative assistance to the school teaching staff through centralised processes.
- Coordinate sensitive documentation in relation to student files management.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.
- Other duties as directed by the Principal, Deputy Principal, Business Manager or Community Coordinator specific to the needs of the school.

- Assist with the management of student data and associated records, compiling data and drafting reports in line with Directorate/ACTPS requirements.

Front Office Administration/Reception

Under general direction:

- Assist with the preparation of school documentation, newsletters and other communication or promotional materials for distribution and/or publication via hardcopy of electronic mediums.
- Provide a range of administration tasks for the school in support of staff, parents, carers, students and internal and external stakeholders.
- Liaise and communicate with internal/external stakeholders to resolve enquiries and build productive working relationships.
- Support the day-to-day administration of the team as directed by supervisor.
- Maintain a clean and safe work environment for students and staff; undertake relevant workplace health and safety requirements and, where necessary, escalate issues to senior executive.
- Regularly use ICT systems and databases such as Outlook, Microsoft Word, Microsoft Excel, Sentral, and Google products including Google Drive.
- Support the administration of other team members as required, assisting with supporting resources and contracts for services.

Excursion Coordination

- Under general direction, work with 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 Administration

Under general direction:

- Receive and receipt payments from families and the school community.
- Coordinate banking and handling of cash as per ACT Education Directorate policies.

Teamwork

- Work effectively in a team environment with the ability to work independently organising workloads with the initiative to plan, set priorities and meet deadlines.
- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect, Equity and Diversity framework.

Communication and Stakeholder Management

- Provide excellent customer focused service to students, staff and the school community.
- Develop collaborative relationships with key stakeholders and external agencies.
- Prepare documentation and general correspondence as directed by executive.

Business Improvement

- Contribute to the development of procedures in relation to client services and administrative activities to maintain and improve service standards.
- Exercise initiative and judgement to suggest new ways of working to improve service delivery.

Records Management

- Maintain a range of record keeping systems and databases including student files. Under general direction, contribute to the compliance requirements which may include student information, record keeping and processes 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 administrative skills including keyboard skills and the ability to operate a variety of computer programs, databases and other records management systems.
2. Proven capability to work as part of a team, to use own initiative and to work independently when necessary.
3. Demonstrated customer services skills with the ability to handle confidential and sensitive information in accordance with relevant legislative and policy principles.

Behavioural Capabilities

1. Well-developed communication and liaison skills with the ability to communicate sensitively and effectively with a range of stakeholders.
2. Ability to adapt and be flexible to accommodate change and provide responsive services to meet students, parents and carers needs.
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.

Compliance Requirements / Qualifications

- This position requires a Working with Vulnerable People (WWVP) Registration prior to commencing in this role.
- First Aid Certificate or a willingness to undertake appropriate training.

Desirables

- Experience in an administration role

- Knowledge of school specific software including Sentral would be an advantage
- Certificate IV or equivalent e.g., Business Administration, Government (School Support Services), Government.
- Business qualifications or experience in a business-related role
- Financial qualifications or relevant experience
- Excellent knowledge of Microsoft Outlook, Word and Excel.

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 ofduty 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 thatcould 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 mayinclude activities such as toileting, assisting with meals and lifting of students and/or the provisionof 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.