



POSITION DESCRIPTION

Directorate: Education

Position Number: P71272

Branch: School Improvement

Classification: AS03

Business Unit: Aranda Primary School

Location: Belconnen Network

Position Title: Administration Officer

Last Reviewed: June 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
- One Kindergarten to year 10 schools; and
- One year 7 to 12 school
- one outdoor school/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.

Aranda Primary School located in the northern Canberra suburb of Aranda. Our enrolment area includes Aranda and Cook. We have 585 students enrolled across Preschool to Year 6, 40 teaching staff and 8 support staff. At Aranda, we are driven by a clear purpose: to build a thriving, connected community where every student feels safe, known, and supported in all areas of their development. We value academic rigour, social-emotional growth, and student wellbeing equally — because we know these elements work best when developed together.

POSITION OVERVIEW

Aranda Primary School is seeking an enthusiastic and professional individual to join our front office team. The successful applicant will provide high-quality customer service and support to students, families, staff, and visitors with a friendly, caring, and positive outlook.

Working closely with the Business Manager and Principal, the role supports the effective delivery of administrative and business functions to meet the needs of the school community and the requirements of the ACT Education Directorate. Key responsibilities and duties could include front office operations, first aid support, staffing, student administration (including record management and enrolments), finance and assisting with day-to-day operational needs.

This position plays an important role in ensuring efficient school operations through strong organisational and administrative skills, a proactive approach, and a commitment to contributing positively to the school community.

If you are passionate about working in education and are dedicated to supporting students in a friendly, organised, and community-oriented way, we encourage you to apply and to contact the school for further information prior to submitting your application.

WHAT YOU WILL DO

As an active member of the Aranda Primary School Administration Team, this role contributes to the effective operation of the school's front office and business functions.

The Administration Officer is responsible for delivering professional front office services, including managing incoming calls and central email correspondence, and providing high-quality customer service to students, families, staff, and visitors.

Working under general direction, the position supports the Business Manager and Principal in the day-to-day administration of the school, following established priorities, procedures, and work practices. The role requires the ability to work both independently and collaboratively with staff, demonstrating high standards of professionalism and administrative support.

The position also undertakes a range of administrative responsibilities to support efficient school operations and ensure compliance with ACT Education Directorate requirements and 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.
- Develop collaborative relationships with key stakeholders and external agencies.
- Effectively communicate with sensitivity both orally and in writing
- Provide administrative assistance to the school teaching staff through centralised processes.
- Complete administrative tasks as required including developing form letters, absentee letters, and student timetables for parent/guardian information.

- Coordinate sensitive documentation in relation to student files management, including court orders and subpoenas.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.
- Other duties as directed by the Principal, Deputy Principal or Business Manager specific to the needs of the school.

Staffing Administration

Under general direction:

- Assist with the management of staff/student data and associated records.
- Work in collaboration with members of the school leadership team to support staff related matters such as relief staffing, staff contracts, probation and induction processes.
- Process employee leave absences according to the Directorate's policies, procedures and guidelines.

Front Office Administration/Reception

Under general direction:

- Provide appropriate advice and support to staff on student related matters.
- Assist with the preparation of school circulars, newsletters and other communication or promotional materials for distribution and/or publication via hardcopy or electronic mediums.
- Provide a range of secretariat 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.
- Prepare correspondence and reports such as preparing papers, minutes and agendas.
- Support the day-to-day administration of the Administration 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.
- Assist with the management of student data and associated records, compiling data and drafting reports in line with Directorate/ACTPS requirements.
- Assist with the coordination and support of meetings as required; by providing secretariat support including drafting agendas and minutes, and the drafting and/or collation of papers.
- Liaise and communicate with internal/external stakeholders to resolve enquiries and build productive working relationships.
- Assist with monitoring and ordering consumables, equipment and resources, obtaining quotes and seeking approval from executive.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.

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.
- Effectively communicate with sensitivity both orally and in writing.
- 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. Well-developed administrative skills, including keyboard skills and the ability to operate a variety of computer programs, databases, and other records management systems with experience in the operation and use of general office equipment and technology
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.

Desirables

- Experience in an administration role.
- First Aid Certificate or a willingness to undertake appropriate training.
- 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.
- 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 (i.e. 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.