



POSITION DESCRIPTION

Directorate: Education

Position Number: P68592

Branch: School Improvement

Classification: AS04

Business Unit: North Gungahlin Network

Location: Neville Bonner Primary School

Position Title: Administration Officer
Enrolments and Front Office

Last Reviewed: July 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 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.

Neville Bonner Primary School lies in the suburb of Bonner in Canberra's Gungahlin region. Catering for children from Preschool to Year 6 the school has an enrolment of over 800 students and is a vibrant and diverse place of learning. We are focussed and committed to building a strong school community which supports the development and growth of all children by ensuring that we develop strong, trusting and open relations and partnerships between children, families and school staff.

The school is committed to cultural integrity and celebrate the diversity of our multicultural community. We acknowledge the importance of its namesake Neville Bonner, Australia's first Aboriginal and Torres Strait Islander member of federal parliament and embrace the Aboriginal and Torres Strait Islander perspective of the Australian Curriculum.

POSITION OVERVIEW

The Administration Officer - Enrolments and Front Office Support plays a pivotal role in managing the school's enrolment processes and providing high-quality administrative and customer service support. As the primary point of contact for prospective and newly enrolling families, the position is responsible for managing and coordinating enrolment enquiries and applications, maintaining accurate student records, and ensuring enrolment procedures are undertaken in accordance with relevant legislation, Directorate policies and school requirements.

In addition to enrolment responsibilities, the role contributes to the effective operation of the front office by delivering professional reception services, supporting attendance processes, and providing

administrative assistance to staff, students and families. The position requires excellent organisational, communication and interpersonal skills, with the ability to manage multiple priorities, exercise sound judgement, and respond to enquiries in a professional and timely manner.

The successful applicant will demonstrate a strong customer service focus, exceptional attention to detail, and the ability to work both independently and collaboratively in a fast-paced environment. Given the sensitive nature of student and family information, a high level of confidentiality, discretion and professionalism is essential.

WHAT YOU WILL DO

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

Enrolments Administration/Management

- Manage the enrolments process within the school in accordance with Directorate Policies and Procedures.
- Maintain accurate & compliant student records using a range of record keeping systems and databases including student files (including Medical Information).
- Manage the school's Enrolments mailbox.
- Manage student records movement and ensure compliance with record keeping and processes according to Education Directorate requirements and legislation.
- Assist a diverse range of student and family enquiries 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.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.
- Provide appropriate advice and support to staff and parents on student related matters.
- Develop collaborative relationships with key stakeholders and external agencies.
- Effectively communicate with sensitivity both orally and in writing
- Support the functions of student absence/attendance requirements and associated processes in accordance with relevant legislation and Directorate policy.

Student Administration

Under general direction:

- Provide appropriate advice and support to staff and parents on student related matters with assistance from senior staff.
- Maintain accurate class and attendance data and enrolment processes.
- Sensitively and confidentially reporting parent or student concerns and other relevant information provided to the appropriate team members with the ability to resolve queries independently.
- Coordinate and manage reporting, student absence/attendance requirements and associated processes in accordance with relevant legislation and Directorate policy.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.

Administrative Support

Under general direction:

- Provide high level administrative support to the Business Manager, Principal, Deputy Principal and executive teachers.
- Provide administrative assistance to the school teaching staff through centralised processes and procedures with the ability to make recommendations for improvement.
- Assist with general office support services which include keyboarding, photocopying, record keeping, database management and reception services. Prepare correspondence and reports; provide advice based on knowledge, interpret and apply legislation, policy, procedures and guidelines.
- Monitor correspondence, including emails and workflow to ensure deadlines are met and matters are attended to in a timely manner in a fast-paced environment.
- Coordinate sensitive documentation by maintaining confidentiality requirements according to relevant legislative and policy principals.
- Maintain a clean and safe work environment for students and staff; undertake relevant workplace health and safety requirements and, where necessary, undertake risk assessments and initiate appropriate action.

Staff Supervision:

- With assistance from your manager, mentor other team members to achieve their duties in the day-to-day operations of the team. These duties may include, but are not limited to:
 - Answering phones and general family and student enquiries.
 - Coordinating student related administration such as absences or enrolments.
 - Financial processes such as receiving and receipting payments.
 - Written communication such as email enquiries.
 - General administrative duties such as coordinating meetings, data entry or printing and filing.

Teamwork

- Work effectively in a team environment by working with others towards a common goal.
- Plan, set priorities and meet deadlines with minimal supervision.
- Assist other staff to meet team and individual 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 with the ability to deal with complex matters with assistance from supervisor.
- Effectively communicate with sensitivity both orally and in writing.
- Prepare documentation such as school newsletters and general correspondence.

Business Strategy and Improvement

- Participate in work area business planning and improvement; provide input and assist in the review, development and implementation of policy, guidelines and procedures.
- Exercise initiative and judgement in solving day to day operational problems and suggests new ways of working to improve service delivery.
- Assist the line area manager to meet the relevant priorities and targets outlined in the school improvement plan and other strategic documents.

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 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 ability to effectively manage and coordinate student enrolments and maintain accurate records.
2. Demonstrated ability to deliver a high level of administrative support within a fast-paced school environment.
3. Demonstrated high level administrative skills including the ability to operate a variety of computer programs, databases and other records management systems.
4. Ability to interpret and apply relevant ACT Public Service, Directorate legislation.

Behavioural Capabilities

1. Well-developed interpersonal, oral and written communication and liaison skills with the ability to communicate sensitively and effectively 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 both independently and collaboratively, manage administrative processes, and meet deadlines with minimal supervision.
4. Demonstrated ability to prioritise competing demands, manage multiple tasks concurrently, and apply initiative, sound judgement and problem-solving skills in a complex environment.

Compliance Requirements / Qualifications

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

Desirables

- Extensive experience in an administration role including enrolment processes.
- First Aid Certificate or a willingness to undertake appropriate training.
- Business qualifications or experience in a business-related role
- Excellent knowledge of Microsoft Outlook, Word and Excel.
- Knowledge of school specific software including Sentral and Kronos

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 to 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.