



POSITION DESCRIPTION

Directorate: Education

Position Number: P72052

Branch: School Improvement

Classification: AS04

Business Unit: School Operations

Location: UC High School Kaleen

Position Title: Administrative Support Officer

Last Reviewed: 21 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 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. UC High School Kaleen is located in the suburb of Kaleen in Belconnen. At University of Canberra High School Kaleen (UCHSK), we cater for approximately 570 students from years 7-10, from a richly diverse range of backgrounds. We are school with a strong sense of community who take great pride in knowing our students well and offering a diversity of learning opportunities and ways to access school that meet the individual needs of all students.

Our staff believe that all students can learn and can achieve success in all aspects of their learning when they are provided with quality teaching practices and the time and support they need in order to do well. In essence, we will do whatever it takes to make sure that occurs.

Our school values of Kindness, Achievement, Respect and Endeavour (KARE) underpin all that we do at the school and are reflected in our policies and our programs.

POSITION OVERVIEW

UC High School Kaleen is seeking a new team member who is skilled in providing comprehensive administrative support, ensuring the effective coordination and delivery of day-to-day operational activities across the school. This position will work directly to the Business Manager. The successful applicant will undertake a broad range of administrative duties that support the daily operations of the school, including coordinating key processes and workflows and providing responsive support to a diverse range of stakeholders. You will contribute to the smooth functioning of the school by working collaboratively with team members and ensuring high-quality service delivery. The successful applicant will have a sound knowledge of school business operations and systems, with the ability to support staff in key administration roles as required inclusive of finance, staffing, enrolments, excursions, attendance, first aid, and communications.

WHAT YOU WILL DO

Our Ideal Candidate

Our ideal candidate will have demonstrated experience in providing high-level administrative and operational support within a complex organisational environment. You will also have demonstrated experience in managing competing priorities, providing high-quality customer service and supporting a diverse range of stakeholders in a fast-paced environment.

To excel in this role, you will bring strong organisational skills, attention to detail and the ability to work both independently and collaboratively as part of a high-performing collaborative team. You will demonstrate sound judgement, excellent communication skills and the ability to build effective working relationships with all stakeholders. Working in a fast-paced environment, the successful applicant requires excellent organisational, communication and problem-solving skills to ensure school operational needs are met while maintaining accurate records and delivering high-quality administrative support. The successful candidate for this role will be considered as one of our key Directors of First Impressions at UCHSK, and therefore will need to be approachable, committed & supportive, and lead with kindness.

WHAT YOU REQUIRE

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

Administrative Support

With minimal direction:

- Manage the day-to-day operations and administration of the Front Office, coordinating and overseeing workflow and priorities and ensuring deadlines are met and matters attended to in a timely manner in a fast-paced environment
- Provide high level administrative support to the Senior Leadership team
- Provide excellent customer focused service to all stakeholders

- Ability to interpret and apply rules, regulations and procedures to provide advice and make decisions with general direction under appropriate delegations respecting privacy and confidentiality
- Provide excursion policy advice to stakeholders as appropriate

Professional / Technical Skills and Knowledge

- Prepare and coordinate stakeholder communications and resourcing in support of school communication strategy and events calendar utilising Microsoft suite of resources and Canva
- Manage the Excursions process with key stakeholders to ensure compliance with school and Directorate flowcharts, oversee risk mitigation
- Demonstrated finance skills with the ability to contribute to a range of financial processes including processing payments, financial reconciliation and financial reporting.
- Regularly use ICT systems and databases that contribute to the efficient and effective operations of the team such as School Administration System, Microsoft 365 suite, Outlook
- Proven organisational skills with the ability to work effectively in busy situations, in a team environment or independently and the ability to plan, set priorities and meet deadlines with minimal supervision.
- Ability to supervise staff, monitor work practices and workflow, develop local procedures, and set priorities within a work area.

Behavioural Capabilities

- Well-developed interpersonal, oral and written communication and liaison skills with the ability to communicate sensitively and effectively with a range of stakeholders.
- Demonstrated commitment and leadership in high-quality customer service principles and practice.
- Ability to apply equity and diversity, workplace health and safety, and participative management principles and practices in the workplace.

Compliance Requirements / Qualifications

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

Desirables

- Prior experience in a school or Education Support Office 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, Finance
- 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.