



POSITION DESCRIPTION

Directorate: Education

Position Number: P72169

Branch: School Improvement

Classification: ASO 4

Business Unit: Whitlam School

Location: South Weston Network

Position Title: Administration Officer

Last Reviewed: August 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

[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 92 public schools, comprising:

- 52 preschools to year 6 schools (including four Koori preschools);
- ten 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 preschools 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

Whitlam School is the ACT Education Directorate's 94th school and is located in the Molonglo Valley of Canberra. Opening in 2027, the school will eventually cater for up to 780 students from preschool to Year 6, reflecting the vibrant and rapidly expanding community it serves. An Early Childhood Education and Care Centre (ECEC) will open in 2028, providing 130 places for children from birth to preschool and strengthening the school's role as a hub for families.

Designed with modern, sustainable principles, Whitlam School will be inclusive and welcoming, a place where every child can thrive. Flexible learning spaces—both indoor and outdoor—will support high-quality teaching, creativity, collaboration and personalised learning. Specialist areas and integrated support spaces will ensure students with diverse learning needs are fully included and well supported.

The school's facilities will include a double gymnasium with multi-sport markings, covered and uncovered hard courts, a playing field, and engaging external play areas. Community-use spaces will be available and easily accessible, reinforcing the school's commitment to being a place for everyone.

Whitlam School is founded on the values of 'Belong, Connect and Imagine.' Every learner and family will be known, valued and supported. A culture of kindness, trust and collaboration will shape relationships with students, staff and families, creating a safe, positive and future-focused environment. With a commitment to continuous improvement, the school embraces a solution-focused and optimistic approach to learning and growth.

As the first point of contact for families, students and visitors, the Administration Officer will play a vital role in bringing this vision to life—helping ensure Whitlam School is a place where every interaction feels warm, professional and centred on children.

POSITION OVERVIEW

Whitlam Schools inaugural leadership team is seeking an enthusiastic individual experienced in front office administration. The successful applicant will demonstrate exemplary interpersonal skills and the ability to work collaboratively with staff, students, families, and the wider school community. They will have outstanding written and verbal communications skills as well as excellent attention to detail, be proactive and can manage multiple tasks in a timely manner. They will demonstrate a considerable degree of independence to manage workflow and prioritisation of tasks.

The successful applicant will manage the day-to-day operations of the school front office, delivering high-quality administrative support and coordinating Preschool to Year 6 enrolments in accordance with ACT Education Directorate policies and procedures. They will demonstrate a sound understanding of school business operations and systems, with the flexibility to support a broad range of administrative functions, including finance, staffing, enrolments, excursions, attendance, first aid, and school communications, as required.

The applicant will be required to apply legislation, policy, procedures, and guidelines in line with the Directorate/ACTPS. The position requires a high-level of confidentiality and discretion due to the sensitive nature of the information being handled.

WHAT YOU WILL DO

As a key member of Whitlam School's Front Office team, this position contributes to the effective operation of the school's administrative and business functions by delivering high-quality customer service and professional administrative support to students, families, staff and the wider school community.

Working under the general direction of the Business Manager and school leadership, the successful applicant will manage the day-to-day operations of the front office, support the delivery of school administrative services, and ensure compliance with ACT Education Directorate policies, procedures and legislative requirements. The role requires the ability to work independently and collaboratively while maintaining professionalism, confidentiality and a welcoming, safe and inclusive environment.

The successful applicant will be the primary point of welcome and contact for students, families and visitors, ensuring every interaction reflects the professionalism, warmth and inclusive culture of Whitlam School. In this role, they will play a pivotal part in shaping the daily experience of our community, modelling the calm, kind and student-centred approach that underpins the culture of the school.

Student Administration

- Manage the P-6 enrolments process in accordance with Directorate Policies and Procedures and Legislative requirements.

- Build positive, respectful and trusting relationships with students, recognising that the front office is often the first point of contact and plays a vital role in ensuring every student feels welcomed, supported and safe.
- Maintain accurate and compliant student records across a range of record keeping systems and databases, including student files, medical information and confidential documentation.
- Coordinate student record transfers and ensure compliance with Directorate record management requirements.
- Support attendance processes, student absences and related administrative requirements
- Assist students, parents and carers with enquiries relating to enrolments, attendance, absences, medical information, key dates and other student matters.
- Provide timely advice and administrative support to staff on student administration processes.
- Sensitively and confidentially manage student and family information, referring matters appropriately where required.
- Develop productive working relationships with families, Education Directorate staff and external agencies to support positive student outcomes.

Front Office Administration

- Deliver professional front office and reception services, including managing incoming telephone calls, email enquiries and visitors.
- Provide high-quality customer service to students, families, staff and external stakeholders.
- Coordinate the administrative requirements for school excursions, including records management, payments, permissions, communication and parent enquiries.
- Prepare correspondence, reports, newsletters, forms and other school communications.
- Provide administrative support for meetings, including agendas, minutes and associated documentation as required.
- Assist with monitoring and ordering office consumables, equipment and resources.
- Regularly use ICT systems including Sentral, Microsoft Office, Google Workspace and other Directorate systems.
- Support broader school administrative functions including finance, staffing, first aid, attendance, communications and other business operations as required.

Teamwork and Professional Practice

- Work collaboratively as part of the administration team while effectively managing individual workloads.
- Organise work, set priorities and meet competing deadlines with minimal supervision.
- Assist colleagues to meet team priorities and contribute to a positive, supportive workplace culture.
- Exercise initiative and sound judgement to resolve day-to-day operational issues and identify opportunities to improve administrative processes and service delivery.
- Participate in the review and continuous improvement of administrative procedures, policies and work practices.
- Maintain a safe workplace and comply with workplace health and safety requirements.

- Model behaviours consistent with the ACTPS Code of Conduct and ACTPS values of Respect, Integrity, Collaboration and Innovation, and the ACTPS Respect, Equity and Diversity Framework.
- Undertake other duties appropriate to the classification as directed by the Principal, Deputy Principal or Business Manager.

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.

WHAT YOU REQUIRE

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

Professional and Technical Skills

1. Demonstrated high-level administrative skills, including the ability to use a range of computer applications, databases and electronic records management systems with a high degree of accuracy.
2. Sound understanding of school administration processes, including the ability to coordinate student enrolments in accordance with ACT Education Directorate policies, procedures and relevant legislation.
3. Ability to interpret and apply policies, procedures and administrative guidelines to provide accurate advice, exercise sound judgement and make decisions within established delegations and under general direction.
4. Demonstrated ability to maintain accurate records and manage confidential and sensitive information with discretion, ensuring compliance with relevant legislative and policy requirements.
5. Well-developed organisational and time management skills, with the ability to prioritise competing tasks, meet deadlines and work effectively in a busy environment with minimal supervision.

Communication and Customer Service

6. Well-developed interpersonal, written and verbal communication skills, with the ability to communicate professionally, sensitively and effectively with students, families, staff and a broad range of internal and external stakeholders.
7. Demonstrated commitment to providing high-quality customer service, with the ability to build positive relationships, respond appropriately to enquiries and contribute to a welcoming and inclusive school environment.

Behavioural Capabilities

8. Demonstrated ability to work collaboratively as part of a team while also exercising initiative and working independently when required.
9. Ability to adapt to changing priorities and contribute positively to continuous improvement, supporting an effective, professional and responsive school administration service.

Compliance Requirements / Qualifications

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

Desirables

- Knowledge of school specific software including Sentral.
- Previous experience in a school or education administration environment.
- Demonstrated proficiency in Microsoft Office applications, particularly Outlook, Word and Excel.
- Diabetes and anaphylaxis management training or a willingness to undertake.
- First Aid Certificate or a willingness to undertake appropriate training.

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.
