

POSITION DESCRIPTION

CASUAL ADMINISTRATION OFFICER

DEPARTMENT	ECG College Administration
REPORTS TO	College Administration Coordinator
DATE	August 2025
POSITION OBJECTIVE	To work collectively as a member of the College Administration Team providing high quality customer service to all internal & external clients of the College.
Achievement of the position objective will be reviewed against key performance indicators in the annual appraisal and review process and as required	

Our Values are reflected in our commitment to:

- ★ *Integrity*
- ★ *Inclusion*
- ★ *Quality*
- ★ *Collaboration*
- ★ *Safety*

Community College Gippsland (CCG) is a child safe organisation with zero tolerance for child abuse and is committed to the safety and wellbeing of all students. CCG supports and adheres to Child Safety Standards.

United we belong. Together we thrive.

The CCG community welcomes people from all backgrounds, abilities and identities. We are enhanced by our diversity and learn through inclusion, respect and understanding.

At CCG we:

- *Provide a safe and inclusive environment that is free from discrimination.*
- *Empower students and harness their uniqueness through voice and agency.*
- *Ensure equal employment opportunities for all and encourage the participation of underrepresented staff.*

Celebrate the differences of our people and recognise their unique contributions to our community

TOID: 4181

PO BOX 249, Warragul
 ABN: 37 005 090 317

Phone: (03) 5622 6000

info@ccg.asn.au
 www.ccg.asn.au

SCOPE OF THE ROLE

The Casual Administration Officer will work as part of the College Administration Team to provide support to the college in a wide range of tasks and functions. This role requires strong attention to detail, excellent organisation skills and the ability to work collaboratively with college staff, students, and parents.

RESPONSIBILITIES

- Deliver a range of effective administrative tasks including providing services and responding to queries, in accordance with agreed standards and time frames.
- Provide sound and timely advice, guidance, and support to teaching staff, students and parents/carers as required.
- Participate in and implement continuous improvement activities relating to school practices, quality assurance and customer service excellence.
- Maintain effective working relationships with colleagues, customers and other stakeholders and use these to support and facilitate service delivery.
- Contribute to the safety of all students by adhering to the Child Safe Policies, Procedures and Codes of Conduct to ensure all students with CCG are in a culturally safe and inclusive learning environment.
- Observe and comply with CCG policies, procedures, and OH&S requirements.
- Other duties as directed by the College Administration Coordinator from time to time including general administrative tasks for other areas of the organisation.

KEY PERFORMANCE INDICATORS

- Demonstrate by personal behaviour the values of Community College Gippsland (CCG).
- Deliver effective service to customers, including prompt issues resolution and adherence to privacy, confidentiality, and compliance requirements.
- Maintain professional and courteous customer service standards in person, over the phone and online in a busy working environment.

KEY SELECTION CRITERIA

- Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems, aligned with policies and standards.
- Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines.
- Demonstrated hands-on approach to service delivery and a strong commitment to excellence in customer service.
- Well-developed written and verbal communication skills, including the ability to interact with a diverse range of customers and respond positively when resolving issues.

- Highly developed computer literacy, including experience using business software such as Microsoft Office, e-mail, Internet/Intranet and Student Management Systems.

ORGANISATIONAL FUNCTIONS

- Actively participate in and comply with the Health and Safety systems, policies and emergency procedures in place throughout the organisation including;
 - Promptly and accurately reporting all hazards, accidents, incidents and near misses;
 - Ensuring safe use and maintenance of equipment including PPE for self and students;
 - Maintaining a current knowledge of emergency evacuation procedures for all relevant campuses and participating positively in drills and training sessions;
 - Make recommendations for improvements in health and safety.
- Be aware of and participate in strategic planning processes including making suggestions for improvements.
- Actively work with colleagues to build positive relationships and teamwork across the whole organisation.
- Perform other duties as requested, in a timely, professional, empathetic, accurate manner and in accordance with Community College Gippsland Policies and Procedures.

FUNCTIONAL RELATIONSHIPS

Key Internal

Staff

Students

Parents

Key External

Other Schools

Government Agencies

MANDATORY REQUIREMENTS

- Clear Police check
- Clear Working with Children check
- Current Victorian Drivers Licence

QUALIFICATIONS

- A qualification in office administration or related area, and/or equivalent combination of relevant experience and/or knowledge and skills in an education-based environment.

DECLARATION

I have read, understand, and accepted the above Position Description.
I understand that the Roles, Functions and Key Performance Indicators in this Position Description, form part of the Community College Gippsland Contract of Employment.

Signed: _____

Date:

Name: