

# Role Description



## Administrative Officer, Administrative Assistance Enhancement Program (AAEP)

Job Ad Reference			
Job Evaluation No.	<b>17079</b>	TRIM No.	<b>17/49938</b>
Work Unit	<b>State Schools/State High School or Other Educational Institution</b>		
Location	<b>Various locations throughout the State</b>		
Classification	<b>AO2 Qld Public Service Officers and Other Employees Award - State 2015</b>		
	<b>36 ¼ hour week</b>		
	<b>Permanent / Temporary / Full-time / Part-time</b>		
Job Type	<b>Temporary period until XXXX unless otherwise determined</b>		
Salary Range	<b>per annum</b>		
	<i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		
Contact Officer			
Contact Telephone			
Closing Date			

## Your employer

The Department of Education and Training (DET) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. The department delivers world class education and training services for people at every stage of their personal and professional development. We are also committed to ensuring our education and training systems are aligned to the state's employment, skills and economic priorities. DET is a diverse organisation with the largest workforce in the state. We provide services through the following service delivery areas:

- State Schools Division delivers high quality education to more than 70 percent of all Queensland school students at prep, primary and secondary levels.
- Training and Skills Division works to meet the current and future needs of the economy through building a world class training system to enhance the skills of Queenslanders and optimise employment opportunities. The division achieves this through the regulation of the state's apprenticeship and traineeship system, strategic investment in training and skills, informing consumers, supporting a quality Vocational Education and Training (VET) sector and providing whole of government leadership on training and skills issues.
- Policy, Performance and Planning Division takes a strategic approach to driving the business of the portfolio, across, schooling, training and employment, early childhood, education and care and Indigenous education policy. The division engages in policy development and intergovernmental relations, legislation, governance and planning, and monitors and reviews the department's performance framework.
- The Early Childhood and Community Engagement Division is responsible for the strategic management and implementation of early childhood reforms, coordination of early childhood education and care programs, approval and regulation of services, supporting assessment and ratings and the quality improvement for all early childhood development and education services in Queensland. The Division is also responsible for the department's community engagement and communication priorities with a specific focus on working with stakeholder to meet government goals, commitments and targets.

State Schools Division is responsible for ensuring Queensland state school students are engaged in learning, achieving and successfully transitioning to further education, training and work.

State Schools Division develops the strategic direction for state schools, supported by operational policies and ensuring their implementation in regions and schools.



**Queensland  
Government**

Schools are the focus of expertise in learning. They perform a vital role in providing opportunities to students to acquire knowledge and understanding, pursue special interests, strive to achieve excellence and develop social and vocational skills. Their core business is providing a learning program for students to achieve system wide and school based learning outcomes. Schools also aim to facilitate and support participation among parents, students, administrators, teachers and others in the school community and between the school and departmental support structures.

For more information about the department, please visit our website at [www.det.qld.gov.au](http://www.det.qld.gov.au)

## **Your opportunity**

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As the Administrative Officer (AAEP) you will contribute to the effective and efficient administrative management of the school by providing relevant and timely administrative support to the Principal and Business Services Manager. You will work within existing guidelines to provide basic resolution of problems by reference to established procedure, consulting the Principal or Business Services Manager for matters that are more complex or non-routine.

The Administrative Officer (AAEP) reports to the Principal, Business Services Manager or nominated delegate.

## **Your role**

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You will have responsibility for leading the following activities and undertaking the following key tasks:

- Autonomy to perform a variety of day to day administrative and support services that are routine in nature and directed by the Principal or the Business Services Manager.
- Undertake routine activities including reception (telephone and counter enquiries), arranging appointments, correspondence and general administration; maintaining school records, such as incident reports, student admissions, enrolments and departures; processing incoming and outgoing mail and email; and once approved, ordering and arranging student transport for sport excursions, trips and other school activities.
- Assist with human resources tasks for school support staff, including printing of timesheets, leave applications and rosters. Perform a variety of other administrative or support services for school support staff, including assisting with arranging approved relief for school support staff as directed.
- Administer day to day financial matters (e.g. process payments and orders, receipting, banking, reconciling invoices for payment, follow-up on late payments as directed by Principal or Business Services Manager. Input and export financial data to/from OneSchool.
- Assist with organising school maintenance and safety inspections as directed by the Principal or Business Services Manager; assist with the operation and control of school hire schemes and arrange bookings for community use of school facilities; undertake stock-takes of school plant and equipment.
- Prepare minutes of meetings, policy documents, reports, forms, newsletters, prospectuses, memorandums, examination papers, class notes and school Annual Reports. Draft, check correspondence, with guidance from the Principal or Business Services Manager concerning correspondence of a non-routine nature.
- Communicate with internal and external stakeholders (e.g. school and departmental staff, parents, students, and community members); provides information and advice in line with school policies and/or Principal directives; and demonstrates empathy, emotional understanding and support.
- Apply day to day independence in determining work schedules and sequences within a well-defined environment with regular managerial supervision.
- Other duties, consistent with the duties and responsibilities of the position as directed by the Principal, Business Services Manager or nominated delegate.

## **Knowledge and experience**

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- Ability to quickly acquire knowledge and understanding of school operations, standards and work processes.
- Word processing and spreadsheet experience, and ability to use enterprise systems and web based applications.
- Ability to communicate with empathy and influence in order to address problems and obtain cooperation and assistance in meeting required objectives.

## How you will be assessed

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Within the context of the role described above, the ideal applicant will be someone who has the following key capabilities:

### 1. Supports strategic direction

Demonstrated knowledge, or ability to rapidly acquire knowledge, of departmental administrative policies, practices and procedures used in schools, particularly human resource and financial processes.

### 2. Achieves results

Performs under direction, with the capacity to develop, organisational skills and ability to manage multiple tasks, prioritise work demands and meet deadlines.

### 3. Supports productive working relationships

Capacity to coordinate office administration systems and contribute to the effective operation of a team providing quality school services.

### 4. Displays personal drive and integrity

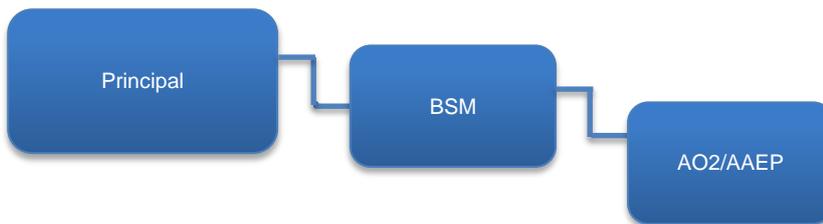
Works with supervisor to review and develop systems and services to meet the needs of a changing organisational environment.

### 5. Communicates with influence

Demonstrated interpersonal and communication skills (both written and oral) including the ability to communicate messages clearly and concisely, to deliver quality service outcomes for the school community.

## Organisational chart

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## Additional information

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- **For school based non-teaching temporary positions** - The duration of this position will be dependent on work demands, the availability of ongoing funding, and model allocated resources. Delete if not applicable.
- AO2/AAEP appointees have changed employment arrangements regarding hours and changes to hours following confirmed staffing allocation to the school.
- The Department has provided Functional Jobs Requirement Reports, providing general information on the physical and psychological demands of certain positions. This should be considered in conjunction with the specific expectations and environments of individual schools. [Primary Administration Staff](#) (Business Services Manager, Admin Officer)
- The *Child Protection Reform Amendment Act 2014* requires the preferred applicant to be subject to a working with children check as part of the employment screening process. The department is legally obliged to warn applicants that it is an offence for a disqualified person to sign a blue card application form. Further details regarding the blue card system is available at: [www.bluecard.qld.gov.au/](http://www.bluecard.qld.gov.au/)
- Confirmation of employment is conditional upon the preferred applicant being issued with a Blue Card from the Public Safety Business Agency (PSBA).
- A criminal history check will be initiated on the successful applicant.
- A serious discipline history check may be initiated on the successful applicant.
- A non-smoking policy applies in Queensland government buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation in accordance with the *Public Service Act 2008*.

- Staff are required to actively participate in consultation and communication with supervisors and management regarding health, safety and wellbeing issues and comply with all provisions of the relevant workplace health and safety legislation and related health, safety and wellbeing responsibilities and procedures developed by the department.
- You will work for an organisation that values its people and promotes leadership and innovation. We respect professionalism, embrace diversity and encourage a balance between work and life commitments.
- Departmental employees are required to acknowledge they understand their obligations under the Queensland Government *Code of Conduct* and the department's *Standard of Practice* and agree to align their professional conduct to these obligations.
- All roles in the department are responsible for creating, collecting, maintaining, using, disclosing, duplicating and disposing of information, as well as managing and using communication devices (for example email, internet and telephone) and public resources (for example computers and network resources). Staff must undertake these tasks in accordance with the department's information management policies and procedures (for example recordkeeping, privacy, security and email usage).
- You will be actively supported as an individual and will have access to a range of flexible work options, an employee assistance program and learning and development opportunities.
- All role descriptions and recruitment and selection processes are required to be aligned with the Queensland Government Capability and Leadership Framework (CLF). For more information about the CLF, visit [www.psc.qld.gov.au](http://www.psc.qld.gov.au)
- Additional information is available online at: [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

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 JEMS Approval Date: January 2017  
 JEMS: 17079  
 TRIM: 17/49938  
 JEMS codes: C=2-b+ 50 B+3- 41 B+1=c= 44 Service/Support Total Score 135 (AO2)

# Work Profile

## Administrative Officer (AAEP)



The ability to perform all tasks is dependent on the employee's fractional hours. The following is an indicative, rather than exhaustive list of activities that the role may be expected to lead in addition to the activities outlined in the role accountability section of this document:

### **General Administration:**

- Posting/Picking up the mail.
- Ordering of stationery – liaising with BSM.
- Issuing staff with keys and make sure the key register is up to date.
- Ensuring all Office equipment are working including photocopiers – report damage and make service calls where necessary (facilities officers may also assist).
- Maintaining Phone list regularly.
- Maintaining staff timetable folder.
- Maintaining TA Timetable folder – making sure the timetables are printed and there are enough copies etc.
- Blue Card info & approvals/monitoring.

### **Executive Support:**

- Customer service.
- Phone messages.
- Email parents.
- Arranging appointments and meeting for Principal.
- Maintaining the Principal's calendar.

### **Student Management:**

- Entering rolls (absent teachers).
- Student enrolments.
- Filing of student information.
- Late notes.
- First Aid – where trained and the officer agrees.
- Communicating with parents so that they are aware of and understand school policies and processes.
- Enrolment forms and contact details are appropriately completed and up to date.
- Data entry in OneSchool regarding contacts with parents and home visits.
- Communicate relevant info to staff – whole staff meetings.

### **Accounts Receivable:**

- Processing payments both from external parties and students.
- Completing end of day banking.
- Filing and getting sign off from BSM for money banked.
- Completing credit notes and getting Principal to sign.
- Centrepay – receipt all payments received.

**Accounts Payable:**

- Follow the School Financial Process Requirements for processing;
- Expenditure Cheque Payments
- Expenditure Electronic Funds Transfer payments (EFT)
- Expenditure Rejected EFT payments
- Expenditure Special payments
- Expenditure Invoice processing
- Expenditure Direct Debit payments
- Process claims for petty cash reimbursement
- Processing EFT rejections and returned or lost cheques
- Provide Bulk accounts and uploads to Finance Branch