

## POSITION DESCRIPTION FRONT OFFICE MANAGER

### Context

At Our Lady of the Sacred Heart College, we are heart people who *are faith filled, reverence relationships, pursue excellence and touch the hearts of others.*

We seek to uphold and strengthen our commitment to building an outstanding Catholic girls' college, characterised by unity of purpose, professionalism, and the drive for excellence. (OLSH College Strategic Plan)

### OLSH College Commitment to Child Safety

We hold the care, safety and wellbeing of children and young adults as a central and fundamental responsibility of Catholic education. This commitment is drawn from and inherent to the teaching and mission of Jesus Christ, with love, justice, and the sanctity of each human person at the heart of the Gospel. All students deserve, as a fundamental right, safety, and protection from all forms of abuse and neglect. We promote a culture of child safety through policies and practices that comply with legislative and government requirements, and guide our decision making to reduce the risk of harm in our school community.

### Education in the OLSH Tradition

The Front Office Manager actively supports the ethos and philosophy of Catholic education. This includes the values of the OLSH proclamation and all policies, procedures and practices that characterise an education in the OLSH Tradition.

The Front Office Manager wholeheartedly promotes the OLSH Charism, the vision of Jules Chevalier (msc), Mother Marie Louise Hartzler (fdnsc), and Heart Spirituality as a way of living the Gospel.

### Role Purpose

The Front Office Manager works with the Administrative and Leadership Teams of the College to ensure the smooth and efficient running of the main College office and student reception. The Front Office Manager is responsible for implementing the College charism and modelling and supporting the goals of the College Vision and Mission.

### Major Areas of Responsibility

1. Leadership of Administration Staff
2. Record Keeping and Communications
3. General Duties

### Leadership of Administration Staff

- Lead and manage the administration staff in the College Front Office and Student Reception areas
- Oversee the day-to-day operations of the Front Office and Student Reception ensuring the delivery of a high standard of customer service and care for all stakeholders
- Effectively forward plan and manage the various administrative projects and procedures, meeting long term and daily deadlines and ensuring quality control of outcomes.
- Oversee the workflow of the Administration team ensuring all the administration processes and procedures are documented and up to date.
- Instil a culture of continuous improvement across all aspects of the business operations and service delivery
- Work closely with the College Leadership Team to ensure communications and service to the College community are effectively and efficiently delivered.
- Conduct regular Administration Team meetings and one-on-one meetings supporting the Team to grow their skills and optimise their talents for the benefit of the college.
- Ensure that regular professional learning and training occurs for the Administration Team
- Complete annual appraisals of all members of the Administration Team
- Oversee and ensure compliance with relevant College policies and procedures
- Assist with First Aid interventions and emergency evacuation procedures as required

### Record Keeping and Communications

- Overall responsibility for the management of the student database inclusive of data changes advised by parents/guardians.
- Ensure the accurate and timely maintenance of all students' medical information and documents
- Develop clear operation protocols for Operoo (parent communication software) ensuring consistent communication and follow up with duty-of-care obligations
- Maintain the currency of all operational lists and information needed for the day-to-day operation of the College (staff lists, phone lists, etc)

### General Duties

- Oversee the efficient delivery of full administration support to the three Deputy Principals
- Collaborate with senior managers of the College to deliver administration support as required
- Deliver high quality event support for key College community events and Masses
- Ensure a healthy and safe work environment for the Administration Team
- Maintain currency of First Aid, Mandatory Reporting and Anaphylaxis training
- Attend all relevant school meetings, staff gatherings, school assemblies, liturgies and other events as required.
- Demonstrate professional and collegiate relationships with colleagues
- Other duties as directed by the Principal

## Key Selection Criteria

The effective performance of the Front Office Manager will be due to their capabilities across a comprehensive range of the following:

- Commitment to the ethos of catholic education and education in the OLSH tradition
- Excellent organizational, administrative and team leader skills
- Excellent analytical and problem-solving skills, alongside a proactive and positive approach to change management and continuous improvement
- Outstanding communication and customer service skills with a proven ability to maintain effective and positive relationships at all levels within, and outside the College
- Strong time management skills, with an ability to prioritise tasks, meet deadlines, work well under pressure, and manage competing tasks with a high level of attention to detail.
- Advanced IT skills inclusive of Microsoft Office
- Competent knowledge of school database management systems (e.g. Synergetic) or the ability to learn such systems
- Previous experience in a leadership position or the proven capacity to take up a leadership position
- Empowering and supportive team leader, and collaborative team member
- The ability to develop high levels of trust with staff, students, parents, and the College community
- The ability to remain calm under pressure and work to deadlines, managing competing priorities and a high level of discretion in handling sensitive and confidential information
- Energy, compassion, stamina, enthusiasm, and a sense of humour
- Working With Children Check for Victoria or ability to apply for this requirement

## Reports To:

Business Manager

All positions in the College ultimately report to the Principal

## Appointment/tenure

The Office Manager is appointed by the Principal and is classified as an Education Support Employee Category C (Victorian Catholic Education Multi Employer Agreement 2018).

## Variable Duties/Hours

The Office Manager participates fully in the life of the College.

The nature of the position is such that the Office Manager may occasionally be required outside normal school hours.

## Conditions

Conditions are as per the Victorian Catholic Education Multi Employer Agreement 2018 or as amended or replaced by agreement between the Union and the employer.