



MANAGER – ADMINISTRATION OPERATIONS

JOB & PERSON SPECIFICATION

NOVEMBER 2020



VISION

The College and all those who work within it are characterised by compassion, service to others, high quality teaching and learning, humility and grace, creativity and innovation, stewardship of the environment as God's creation, a global perspective of hope and courage, resilience and a celebration of its unique heritage.

POSITION DESCRIPTION AND DUTY STATEMENT

1. DUTY STATEMENT AND POSITION DESCRIPTION

Position Title:	Manager - Administration Operations
Reporting to:	Principal
Classification:	Lutheran School Officer (Administration Stream) Grade 5 based on the current Lutheran Schools SA Enterprise Agreement.
Status:	Continuing Position Monday - Friday 8.15am – 4.30pm (38.75 hours) 45 weeks a year with leave to be taken during school holiday breaks at agreed times The start end times may be varied based on College and Principal's needs.

The Manager - Administration Operations will be expected to attend Board Meetings to take minutes. There are approximately 7 board meetings a year.

Position Function: To enable the Principal and Leadership team to professionally fulfil their responsibilities to the Board, the school community, wider stakeholder groups and educational authorities the Manager - Administration Operations provides a high level of service and support.

The Manager - Administration Operations will be highly skilled in carrying out administrative, secretarial and project management functions and in managing a team of administration staff.

Essential responsibilities are in the following areas:

- Administrative responsibilities to the Governance and Leadership structures of the College
- Coordination and management of administration personnel
- Project coordination and monitoring
- Other duties

Special Conditions: This position description is a guide only and not an exhaustive list of duties. It is subject to review and modifications by the Principal in response to the changing needs of the College. It is also understood that the nature and scope of duties may require time and attention outside what might be considered as ordinary school hours. The remuneration package is set with

this in mind and is therefore inclusive. Additional remuneration or allowances will not be paid on this account.

2. JOB DESCRIPTION

The Manager - Administration Operations performs a full range of administrative support functions, including prompt, courteous and effective communication with internal and external stakeholders, to ensure the smooth and effective operations of Governance and Leadership of the College

This role will have specific responsibility for effectively managing administration and workflow for the Principal, the Lutheran School Officers – (Administration), supporting and liaising with the Leadership Team and ensuring strategic projects meet projected timelines or are revised as appropriate.

The Manager - Administration Operations will be proactive and work with a degree of independence, while understanding the needs and characteristics of people with whom they work.

2.1 GENERAL

Manager - Administration Operations is expected to:

- 2.1.1 assist the Principal in fulfilling the aims and purposes of Concordia College and support and maintain the philosophy and ethos of the College as summarised in the Mission Statement:

*We aim to provide a vibrant education, rich in opportunities, delivered within a caring, supportive environment, empowered by the love of Jesus Christ. We seek to inspire young people to actively **engage** in lifelong learning, **achieve** their best and become global citizens who **serve** with an open heart.*

- 2.1.2 uphold the specific character and values of the College as indicated in its aims and vision
- 2.1.3 cooperate fully with the Principal, Staff and College Community and comply with the College customs and traditions
- 2.1.4 support and have an understanding of the ethos of Lutheran schooling
- 2.1.5 actively support the strategic direction of the College
- 2.1.6 demonstrate organisational, administrative and management practices appropriate to the position
- 2.1.7 provide consistent public support both within and outside of the College for school-wide policy initiatives
- 2.1.8 perform duties according to the College's *Workplace Conduct Policy and Guidelines*
- 2.1.9 work safely at all times and comply with WHS policies and practices
- 2.1.10 comply with Legislative requirements and the Lutheran Schools SA Enterprise Agreement
- 2.1.11 carry out duties related to the position as required by the Principal

2.2 USE OF KNOWLEDGE

Manager - Administration Operations will:

- 2.2.1 demonstrate a high level of ICT skills including the ability to use 0365, Teams, Word and Excel at an expert level, considerable database proficiency and ability to quickly understand and use sophisticated software and new applications as required (familiarity with Synergetic is advantageous)
- 2.2.2 analyse and interpret statistics and other data and produce relevant reports

- 2.2.3 create tools and reports using spreadsheets, flowcharts and presentation software
- 2.2.4 manage, oversee, organise, and update relevant data using database applications.
- 2.2.5 communicate and provide information by relevant methods internally and externally to assist and enable organisational operations and effective service
- 2.2.6 arrange and participate in meetings, conferences, and project team activities.

2.3 USE OF SKILLS AND PROBLEM SOLVING

Manager - Administration Operations *will*:

- 2.3.1 have initiative, drive and ability to problem solve
- 2.3.2 use advanced project management skills to ensure that strategic projects are progressing as required and meet deadlines
- 2.3.3 research, investigate and communicate information to enable strategic decision-making by others
- 2.3.5 provide accurate information as required
- 2.3.6 communicate effectively and in a timely manner with the Principal, Leadership Team and the wider Concordia Community
- 2.3.7 identify and address urgent matters for attention

2.4 CONTROL, AUTHORITY AND DECISION MAKING

Manager - Administration Operations *will*:

- 2.4.1 perform tasks within established guidelines and with minimal supervision, whilst recognizing the collaborative and team focused nature of the role
- 2.4.2 have responsibilities for a team of Lutheran School Officers – administration which includes, among other things, chairing regular team meetings, managing LSO workflow, Reception cover, LSO absences, ensuring goal setting with Line Managers occurs, providing feedback, identifying professional learning needs, chairing regular team meetings
- 2.4.3 contribute to Reception cover
- 2.4.3 be proactive in carrying out the responsibilities of the role
- 2.4.4 approve decisions, requests, and recommendations on behalf of senior people in their absence, according to agreed guidelines and policies.
- 2.4.5 interpret instructions and issues arising, and then implement actions according to administrative policies and procedures.
- 2.4.6 report personal and project progress regularly to the Principal

2.5 JUDGEMENT

Manager - Administration Operations *will*:

- 2.5.1 provide accurate information using discretion and judgment
- 2.5.2 consult with the Principal as appropriate
- 2.5.3 prioritise tasks effectively to meet deadlines
- 2.5.4 locate, analyse and evaluate information pro-actively and as requested

2.6 RESPONSIBILITIES AND ACCOUNTABILITIES

Manager - Administration Operations:

- 2.6.1 provides administrative assistance to the Governance and Leadership structures of the College
- 2.6.2 contributes to the effective functioning of the Principal's role, ensuring that responsibilities can be met by exercising initiative and judgment, particularly in sensitive and/or high work pressure situations
- 2.6.3 provides coordination and administrative management of the Lutheran Schools Officers- administration
- 2.6.4 is responsible for strategic project coordination
- 2.6.5 co-ordinates matters, events and communications related to the office of the Principal
- 2.6.5 maintains a helpful, professional demeanor at all times and receives queries and complaints in a calm, positive and reassuring manner
- 2.6.7 has a flexible approach to work to support the Principal and the Leadership team to achieve positive outcomes
- 2.6.9 adheres to procedures relating to the proper use and care of equipment and materials for which the role has responsibility

MAJOR AREAS OF RESPONSIBILITY and ACCOUNTABILITIES

2.7 WORKING RELATIONSHIPS

The Manager - Administration Operations will:

- 2.8.1 report to the Principal
- 2.8.2 assist and support leadership team members as the need arises
- 2.8.3 work in liaison with the Director of Staff as required
- 2.8.4 consult where necessary
- 2.8.5 effectively coordinate administration staff
- 2.8.6 work collaboratively and positively with colleagues ensuring an effective team environment
- 2.8.7 demonstrate very positive and effective interpersonal skills

2.9 SPECIAL CONDITIONS

Manager - Administration Operations will have:

- 2.9.1 flexibility in attitude toward work schedules and requirements including being available to work extra or varied hours when requested

2.10 STATEMENT OF KEY RESPONSIBILITIES

The role of the **Manager - Administration Operations** encompasses activities within the following Key Results Areas (KRAs):

- Administrative responsibilities to the Governance and Leadership structures of the College
- Coordination of administration personnel
- Project coordination
- Other duties

3. EMPLOYEE SPECIFICATION

3.1 Essential Characteristics

Educational/ Qualifications

The Manager - Administration Operations *will have*:

- post-secondary qualifications suited to the role
- significant experience in a comparable role
- high level digital and project management competencies
- high level administration and secretarial skills

3.2 Personal Skills, Abilities and Aptitude

Skills

The Manager - Administration Operations *will have*:

- outstanding communication, liaison and interpersonal skills with both internal staff and external stakeholders at all levels.
- attention to detail, maintaining a flexible and resourceful approach to pro-actively and effectively multi-tasking and managing workload and workflow.
- demonstrated ability to prioritise workloads and work calmly under pressure.
- demonstrated capacity to research and analyse.
- advanced level of Digital Technology skills, proficiency with Microsoft Office 365 programs and with a word processing speed of at least 70wpm
- high level organisation, administration and record keeping skills
- strong written, English and oral communication skills
- strong organisational abilities and time management skills, including the ability to succeed in a busy and fast paced environment
- a pleasant, cheerful, approachable manner and willingness to assist others to manage peak workflow periods

Abilities

The Manager - Administration Operations *will*

- establish positive and collaborative working relationships
- demonstrate, diplomacy, discretion, tact and the capacity to astutely work in a sensitive environment
- use initiative and work creatively, successfully and autonomously within established guidelines
- cope with high volumes of work and changing priorities efficiently to meet critical deadlines
- write and edit written reports to a high degree of accuracy and fluency
- manage emergencies and unforeseen circumstances, analyze problems, formulate solutions and implement appropriate actions
- foster the cooperation and support of others to work cooperatively, cohesively and effectively within a team environment

- be knowledgeable in office management systems and procedures
- demonstrate sound judgement and high-level problem-solving skills
- have exceptional customer service.

Aptitude and Attitude

The Manager - Administration Operations *will demonstrate*

- integrity and confidentiality of a high standard
- exceptional trustworthiness and reliability
- sensitivity when working with people from diverse cultural backgrounds
- confidence, enthusiasm and loyalty to the College
- compassion, objectivity and clarity when handling difficult situations and sensitive information
- the ability to develop positive working relationships
- the capacity to persevere and be patient in complex and stressful situations
- professionalism in all aspects of work and dress

3.3 Experience

The Manager - Administration Operations *will have*

- proven administrative, research, secretarial, project management and team coordination experience at a senior level
- experience in the preparation of correspondence, board papers, reports, notices, minutes and documents
- experience in the use of digital technologies as a means of communication and managing the scope of the role

3.4. Knowledge

The Assistant to the Principal will have

- knowledge of service culture and its implementation
- advanced level of knowledge of digital technologies and especially Microsoft Office software applications
- knowledge of the operational practices of an executive and general office
- knowledge of the appropriate avenues and resources for seeking support and clarification when handling sensitive situations and information

3.5 Desirable Characteristics

Manager - Administration Operations *will have*

- broad based knowledge of working in a school environment



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew or Hannah Way on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.