

# position description

## PD001: head of school support services

### position details

<b>Position Title</b>	Head of School Support Services
<b>Department</b>	School Support Services
<b>Reports To</b>	Chief Operating Officer
<b>Leave Profile</b>	Standard

### school

Throughout a student's time at Ballarat Clarendon College our focus is to maximise their competence, skills and capacity so that, at the end of their time at the school, when they stand on the threshold of their future, they can choose their *heart's desire*.

The school is based in Ballarat, a regional city in the heart of Victoria, just over an hour's drive from Melbourne. Across three campuses students attend the school from 3-year-old Early Learning to Year 12. Ballarat Clarendon College is an equal opportunity employer.

### position overview

This position is responsible for the provision of school support services across all campuses and years ELC-12. The major component of this position is to provide for the centralised coordination and managerial support to the school's support services. This includes operating as the main point of contact for Heads of School and the senior leadership team.

The Head of School Support Services is responsible for ensuring there is well thought out and an informed development of procedures that are successfully implemented in to daily activities. This includes a substantial focus on generating robust efficient processes, including the use of technology-based innovation that will provide timely and accurate information to all areas of the school.

As the head of this small, yet vital team it is important that this position operates effectively demonstrating flexibility, responsiveness, empathy and operates in a collegial manner in the provision of school support services.

### key duties and responsibilities

The duties and responsibilities of this role include:

- Provide leadership and relevant expertise within the context of the role.
- Lead and supervise members of the team providing support and direction as required, including conducting Annual Review meetings and regular meetings with staff.
- Ensuring that school support services staff provide the community and those interacting with the college a professional, welcoming and supportive experience.
- Develop and train new staff as required.
- Actively participate in developing strategies which support and strengthen the commitment of the college to provide for students and learning.

- Monitor and review school support services operations to identify opportunities for efficiency and improved outcomes.
- Workflow Management. This includes the continued use of the job request system, logging satellite office job request mapping yearly workflows and pinch points, reviewing the admin email protocols and establishing a yearly job forecast.
- Records management and document control including the archiving of past communications, single copy of most up-to-date and proofed comms kept for use in next year, ease of filing system and accessibility to relevant staff.
- Oversee bus transportation, catering and distribution of correspondence to families and guardians as requested.
- Direct reports for this position include:
  - School Support Services Officers
  - Reception
  - Library Assistant
  - Laboratory Assistant
  - Curriculum co-ordination
  - Risk and compliance co-ordination
  - School Support Services Coordinator
- Management of this team will extend to provide successful operation of school events such as:
  - Parent Information Evenings.
  - Tertiary Information sessions.
  - VCE VCAL reporting and examination periods.
  - Assessment supervision workforce.
  - Centralised assessment and reporting calendar.
- The position will be responsible for the following Governance activities:
  - Establish education for and successful adoption of Policy, Procedure and Process.
  - Ensuring preparation of examinations and assessments comply with internal and external legislative requirements.

## key stakeholders

This position is required to effectively manage stakeholder relationships with:

### Internal

- Heads of School
- Heads of Department
- Employees
- Students

### External

- Parents
- Suppliers

## selection criteria

### **KS1 Child Safety.**

- Demonstrated knowledge understanding and adherence to child safe requirements mandated by legislation.
- Commitment to providing a child safe environment and child safe conduct in all aspects of employment at the school.

### **KS2 Qualifications and professional standing**

- Demonstrated commitment to ongoing learning.
- Outstanding interpersonal skills with the ability to engage across multiple forums.
- Post Graduate qualification in business related field relevant to education.

### **KS3 Knowledge & Experience**

- Exceptionally high level of attention to detail.

- Ability to successfully identify opportunities to improve systems and practices.
- Ability to innovate and implement best practice improvements to achieve results.
- Demonstrated ability to influence positive performance outcomes.
- Proven capacity to understand, interpret and present curriculum-based data.

#### **KS4 Personal attributes and Organisational Cultural fit**

- Possess a proactive approach to problem solving coupled with initiative.
- Contribute as a proactive and effective member of the employee group adhering to the Organisations values.
- Work collaboratively as a member of the team to ensure best possible outcomes for our students and school.
- Demonstrated ability to build strong working relationships with others.

#### **KS5 Communication**

- Ensure confidentiality and privacy is maintained in all communications.
- Demonstrate ability to apply outstanding multimodal communication skills.
- Encourage cooperative parent contact and foster positive community attitudes toward the school.

## general responsibilities

#### **All staff have a requirement to:**

- Foster and maintain effective working relationships to maximise successful outcome for the school.
- Comply with and complete all duties as required.
- Maintain and promote principles of occupational health and safety within the workplace, including taking appropriate action in relation to identified hazards and risks to ensure the safety of self and others at all times.
- Maintain and promote the principles of Child Safe Standards and requirements of Ministerial Order 870.
- Perform duties in accordance with the school's Crisis Incident Management Plan.

#### **Workplace Harassment and Bullying**

Each employee has the right to a work environment free from any form of workplace harassment and bullying. From an employee's orientation and throughout their employment, each employee is obliged to apply Clarendon procedures and participate in appropriate education and training to contribute to a safe workplace.

#### **Quality Improvement**

Each employee has a responsibility to commit fully to maintaining the Quality, Integrity and Service Standards of the school by:

- Ensuring that safety and quality initiatives are factored in to all activities.
- Ensuring that safety and quality is emphasised in all presentations/information sessions to staff and other stakeholders.
- Identifying areas of continuous improvement as appropriate.
- Actively participating in the review and continuous improvement of the quality and safety of children, including contribution to external accreditation processes.
- Ensuring that services provided meet external accreditation and auditing standards.
- Identifying and making recommendations on opportunity to improve processes, quality and safe service delivery outcomes on all services provided as appropriate.
- Adhering to community expectations, such as Clarendon being an equal opportunity employer.

#### **Ongoing Employment Requirement**

All employees are required to obtain the following documentation prior to commencement and maintain the following throughout the employment period:

- Valid Australian Work Rights
- Valid National Police Records Check
- Valid Working with Children Check Victorian employer category
- Current Victorian Drivers Licence
- Apply First Aid including CPR (HLTAAID003)
- Anaphylaxis Management Training (22300VIC or 10710NAT).

## child safe standards

Clarendon is a Child Safe School. We have a zero-tolerance stance towards all behaviours that may jeopardise this. We are committed to the protection of all children from all forms of abuse.

Clarendon is fully committed to the protection of children and young people during all school activities and environments both within and outside of school hours.

It is a requirement that all staff:

- Be aware of, understand and comply with the principles of the Child Safe Standards at all times.
- Ensure adherence to the school's Code of Conduct, Child Protection Policies, including the Child Safe Standards, and demonstration of behaviours in accordance with these.
- Undertake regular education activities in Child Safety.
- Be committed to providing a safe environment for all children, promoting physical, emotional and cultural safety.

The purpose of this position description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position, nor is it intended to be all inclusive. Therefore, the position may be required or requested to perform other work or duties in addition to or not specifically listed here. The school reserves the right to modify this position description from time-to-time in order to meet the operational requirements of the school.

## acknowledgement

**I acknowledge I have read, understood and agree to undertake the responsibilities and requirements detailed in this position description.**

Given the dynamic environment in which Ballarat Clarendon College operates, the Principal may alter the roles and responsibilities of the position at their discretion in order to most effectively serve the needs of the school.

Signed by the Employee: \_\_\_\_\_  
(Signature) (Name) (Date)

*As endorsed by*

Signed by the Manager: \_\_\_\_\_  
(Signature) (Name) (Date)