

# Role Description Administrative Officer (AAEP)

## Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation  
No.

**17079**

Content

Manager No.

**17/49938**

**Administrative Assistance Enhancement Program (AAEP)**

Work Unit

**State Schools/State High Schools or Other Educational Institution**

**Nominated Region**

**Early Childhood and State Schools Division**

Location

**Various locations throughout the State**

Classification

**AO2 Qld Public Service Officers and Other Employees Award - State 2015  
36 ¼ hour week**

## Your employer

The Department of Education (DoE) is committed to giving all children a great start, engaging young people in learning, creating safe and inclusive workplaces and investing in communities for a stronger Queensland. Our human rights commitment is to create a stronger, fairer Queensland by respecting, protecting and promoting human rights in everything we do. Our objectives are: A great start for all children, every student succeeding, Building Queensland communities, Safe and capable people delivering our vision, Fair and safe workplaces and communities. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

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

## Your opportunity

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 Manager. You will work within existing guidelines to provide basic resolution of problems by reference to established procedure, consulting the Principal or Business Manager for matters that are more complex or non-routine.

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

## Your role

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

Responsibilities include:

- 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 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 printing of timesheets, leave applications and rosters, 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 Manager. Input and export financial data to/from OneSchool.



- Assist with organising school maintenance and safety inspections as directed by the Principal or Business 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 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 responsibilities (as required)**

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

### **Competencies – How you may be assessed**

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

#### **Vision:**

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

#### **Results:**

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

#### **Accountability:**

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

### **Additional information**

- This role description works in conjunction with the Candidate Information Package.



# Work Profile

## Administrative Officer (AAEP)

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 BM.
- 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 BM for money banked.
- Completing credit notes and getting Principal to sign.
- Centrepay – receipt all payments received.