



Courage in Wisdom | Hope in Love

Job Description

Title:	Student Services Administrator - Primary
Reports to:	Head of Primary
EBA/Award:	South Coast Baptist College Operational Staff Agreement 2024
Employment Type:	Permanent - Full Time

Position Summary

The Primary Student Services Administrator provides professional administrative, operational, and student support services within the Primary School. As a key point of contact for students, parents, staff, and visitors, this role contributes to the smooth day-to-day operation of the Primary School by coordinating student services, communications, events, excursions, and administrative processes.

Working closely with the Head of School, Executive Assistant, Primary PA, teaching staff, and external service providers, the Primary Student Services Administrator fosters a welcoming, caring, and efficient environment that supports student wellbeing and enhances the overall experience of students and families. The role plays an important part in upholding the College's Christian values, positive culture, and commitment to providing a safe, supportive, and child-focused learning environment.

Job Description

Student Support

- Act as the first point of contact for students and parents regarding day-to-day queries, minor concerns, and general information.
- Assist new students on their first day, ensuring a smooth transition.
- Collect students from class when parents arrive (SLE).
- Support students who forget their lunch or uniform.
- Assist with resolving unmarked roll and locating students who are unaccounted for within the College.
- Act as the duty first aid kit collection point.
- Provide nurse triage support (if location permits).

Parent & Community Engagement

- Respond to general parent enquiries with professionalism and care.
- Answer and redirect phone calls, emails, and in-person enquiries to appropriate staff.
- Manage Primary Admin email and forward relevant communications to the PA, HOS, and Deputies.
- Send communication to parents if excursion buses are delayed.
- Manage consent forms for events and excursions.
- Distribute swimming consent forms and swimming certificates.

Administrative & Operational Support

- Order and distribute school stationery for students.
- Liaise with the PA to order textbooks.
- Manage Occupational Therapy (OT), Psychologist, and Councillor bookings.



- Assist with MSP photo days in consultation with the Development Office and coordinate photo distribution.
- Print and distribute House tickets.
- Support excursion preparation, including logistics and documentation.
- Monitor and report toilet issues and maintenance needs.

Excursions, Events

- Coordinate bus bookings for swimming lessons, carnivals, and excursions, ensuring compliance and timely communication with staff and bus providers.
- Manage permissions and set up lists on Compass for excursions and Primary School events, liaising with relevant staff.
- Coordinate Pizza House reward lunches, liaising with relevant staff (e.g., Anthony).
- Assist with the organisation and distribution of certificates and rewards.
- Manage Kindy & Pre-Primary transition meetings, including catering and creche rosters.
- Support classroom display setup for parents at the start of the year.

Safety & Compliance

- Act as Fire Warden for the Primary School.

Selection Criteria

- Demonstrated interpersonal and communication skills, particularly when working with adolescents and parents.
- Ability to manage competing priorities in a busy school environment.
- High level of organisation and attention to detail.
- Proficiency in Microsoft Office and school management systems (e.g. Compass).
- Calm, caring, and professional approach to student wellbeing.
- Ability to work collaboratively with staff across all levels of the College.

General Requirements

- To have a personal faith and commitment to the Lord Jesus Christ.
- To actively be a part of a Church or Christian community and exemplify Christian beliefs, behaviour, and practices.
- To accept the College's Statement of Faith.
- Build co-operative and supportive relationships with the board, principal, staff, students and parents.
- Work to ensure personal best practice.
- Ensure that decision-making is based on fact and is impartial and fair.
- Model the use of appropriate and proper channels of communication.
- Always act in the best interest of the College and its ethos.
- Commitment to maintaining a child-safe environment in line with the College's values and policies.
- Working With Children Card.
- National Police Clearance.
- Contribute to a safe and healthy workplace by:



- Following WH&S instructions and policies
- Reporting accidents and hazards
- Generally caring for own safety and that of others, including volunteers, students, and parents.
- First Aid certificate.

Other Matters

Note: This job description is intended to provide an overview of the key responsibilities and requirements of the role. It is not intended to be an exhaustive list of duties, and responsibilities may be varied, added to, or amended by the College in consultation with the employee to meet the operational needs of the College.

Position Held By:	
Signed:	
Date:	