



# Office Manager Role Description

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**Reports to:** Business Manager

**Classification:** Education Support Officer Category A, Level 5 (*Catholic Education Multi-Enterprise Agreement 2022*)

**Employment Status:** Full-time

## Position Description

The Office Manager is a key leadership role within Mount St. Joseph Girls' College, responsible for the effective coordination, management and support of the office staff. This role ensures the smooth operation of the college's administration functions by overseeing and supporting the performance of the College Receptionists, Marketing/Events Officer, Payroll Officer, Accounts Payable, Collections Officer, Risk and Compliance Officer, Registrar and the Personal Assistants to the Principal and Deputy Principals. In conjunction with the Principal and key leadership personnel, this position also plays a pivotal role in managing the Human Resources functions of the College, including staff recruitment, onboarding, professional development, and compliance.

## Prerequisites

### Commitment to Child Safety

- A demonstrated understanding of child safety
- A demonstrated understanding of appropriate behaviours when engaging with children
- Familiarity with legal obligations relating to child safety (e.g. Mandatory reporting)
- Be a suitable person to engage in child-connected work
- Must hold or be willing to acquire a Working with Children Check card and must be willing to undergo a National Police Record Check

### Qualifications and Experience

- Relevant qualifications in Business Administration, Office Management, or a related field.
- Demonstrated experience in a senior administrative or office management role, ideally within a school setting.
- Proven ability to manage a team, oversee diverse administrative functions, and foster a collaborative work environment.
- Experience using Synergetic, SIMON, and Ideagen technology platforms.
- Sound knowledge of Human Resource principles, employment law, and compliance obligations.
- Excellent communication, organisational, and interpersonal skills.
- Proficiency in Microsoft Office Suite, Google and familiarity with school administration systems is desirable.

## Key Responsibilities

### Administration and Team Management

- Supervise and provide guidance to the office team, ensuring a high standard of service delivery across all areas.
- Effectively forward plan and manage the various administrative projects and procedures, meeting long term and daily deadlines and ensuring quality control of outcomes.
- Instil a culture of continuous improvement across all aspects of the business operations and service delivery.

- Develop and implement efficient administrative procedures and workflows to support the daily operations of the College.
- Manage the efficient use and improvement of the various technology platforms such as Synergetic, Ideagen (Complispace), Funnel and SIMON.
- Manage and maintain office equipment, supplies and resources to ensure a functional and effective workplace.
- Conduct regular Office 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.
- Mentor team members, assist in developing professional learning targets and complete Annual Review Meetings (ARM) of all members of the Office Team.
- Oversee and ensure compliance with relevant College policies and procedures.
- Oversee and guide the College's Reception, ensuring professional and welcoming first-point-of-contact experiences for students, families and visitors.
- Collaborate with the Marketing/Events Officer to support the College's brand and marketing strategies, ensuring alignment with the school's mission and values.
- Oversee the Marketing/Events officer's work in maintaining the College Website and Social Media platforms.
- Oversee and guide the work of the College Registrar, ensuring accuracy in student data, enrolment processes and reporting requirements including the twice-yearly census.
- Be responsible for overseeing major College events, i.e. Open Day.

### **Human Resources Management**

- In collaboration with key stakeholders, ensure that the Catholic Education Multi-Enterprise Agreement is adhered to with reference to salaries and conditions of employment.
- Ensure that Salary Assessments are carried out and letters of appointment are produced in keeping with the Victorian Catholic Education Authority (VCEA).
- In conjunction with the Principal and Deputy Principal - Learning and Staff, manage recruitment and onboarding processes for both teaching and non-teaching staff, ensuring compliance with all applicable employment regulations.
- Support the Principal and Stewardship Team in conducting staff performance reviews, implementing professional development plans and overseeing staff wellbeing initiatives.
- Ensure that accurate Position Descriptions exist and are regularly reviewed to meet the evolving needs of the College.
- Be responsible for the maintenance of the online Staff Handbook and ensure its regular review and update.
- Ensure compliance documentation for all staff are current and in line with Victorian Institute of Teaching (VIT), Working with Children Checks (WWCC) and National Police Checks.
- Oversee the Catholic Education of Victoria Network (CEVN) Online Staffing Records (OSR) and Personnel Record System (PRS) data processes.
- In collaboration with the Stewardship Team, develop and implement appropriate recognition and acknowledgement processes for all staff.
- Ensure the proper administration, filing and safekeeping of all HR records and reports, as required by law and best practice including privacy legislation.
- Conduct, document and record exit interviews for all departing staff and then prepare and distribute an Exit Interview Report for the Principal.
- Ensure the return/retention of all College property, including intellectual property, when staff exit the College.
- Serve as a point of contact for employee relations issues, addressing queries and supporting positive outcomes in collaboration with the Principal, Deputy Principals and Business Manager.
- Act as the Return to Work Coordinator and engage with key stakeholders (Workcover, Gallagher Bassett).
- Conduct RTW meetings with staff and create RTW plans with employees.
- Act as the Privacy Officer and triage requests and enquiries as appropriate.
- Monitor complaints in line with the College Complaints policy.

## Financial Processes

- Under the direction of the Business Manager work with the Payroll Officer, Accounts Payable Officer and Collections Officer to assist in ensuring accurate and efficient financial processing.
- Assist in the preparation and monitoring of the administration budget, providing recommendations for cost-efficiency where possible.

## Compliance and Risk Management

- Oversee the work of the Risk and Compliance Officer to manage risk assessments, develop action plans, and maintain up-to-date policy documentation.
- Ensure that all administrative practices comply with relevant state and federal regulations, including employment and safety standards.
- Support emergency and incident management procedures, ensuring preparedness and staff training as required.
- In conjunction with the Risk and Compliance Officer, prepare Compliance and Risk Management Reports for the College Board providing an overview and update on the Risk and Compliance portfolio.

## Committees

- Be an active participant on the following committees:
  - Logistics
  - Policy Review
  - OH&S
  - Data Retention

Undertake related duties as requested by the Principal who may vary the above duties.

## Required Attributes and Skills

The successful candidate will be able to demonstrate the following:

1. Support of the vision and mission statements of our learning and faith community at Mount St. Joseph Girls' College
2. A commitment to the Catholic ethos of the College
3. Experience in general administration and finance and an ability to contribute to reform
4. Demonstrated experience in the implementation and development of risk management and compliance programs
5. Well-developed interpersonal and verbal communication skills including a demonstrated ability to work and communicate within a team environment
6. Flexibility, initiative and willingness to work as part of a team
7. Highly developed ICT skills and experience in systems' development
8. Strong organisational skills with an ability to prioritise and prepare timely and accurate output
9. An ability to communicate effectively with staff, parents, visitors, suppliers, and members of the wider community
10. Strong negotiation skills in balancing the needs of stakeholders

## Key Competencies

- **Leadership:** Strong ability to inspire, motivate, and lead a diverse team, promoting professional growth and accountability.
- **Communication:** Excellent written and verbal communication skills, with the ability to engage effectively with all College stakeholders.
- **Organisational Skills:** Exceptional planning and time management abilities to ensure smooth coordination of multiple tasks and responsibilities.

- **Problem Solving:** Proactive approach to resolving challenges and implementing improvements in administrative processes.
- **Attention to Detail:** High level of accuracy in overseeing financial and administrative documentation.

Mount St. Joseph Girls' College is committed to providing a supportive, inclusive, and engaging work environment. We encourage applications from individuals who align with our mission of fostering a respectful, compassionate, and service-oriented community.