

JOB DESCRIPTION & PERSON SPECIFICATION

Student Services Officer (SSO)

College Department:	Administration
Position Title:	Student Services Officer (SSO)
Position Classification:	Grade 3, Year 1
Tenure:	Contract Part-time: 0.47 FTE 3 days per week, 7 hours per day, 40 weeks per year Commencing 21 January 2026

JOB DESCRIPTION

1. Summary of the broad purpose of the job in relation to the College's goals.

The role of Student Services Officer provides administrative support and pastoral care element to the students, staff and families of the College.

As member of the Tatachilla Lutheran College community, this involves:

- assisting the Principal and other College staff in fulfilling the aims and purposes of Tatachilla Lutheran College, and to support and maintain the philosophy and ethos of the College; "Teaching the Love of Christ for a fulfilling life which values self worth pursues excellence and serves others."
- providing effective and efficient support to students and staff;
- model service as shown to us by our Lord and Saviour Jesus Christ;
- work in a team with other staff in providing administrative support to staff, support to parents and students

2. Reporting / Working Relationships

- Accountable to the Principal through the Business Director, Finance Manager and Head of School

3. Special Conditions

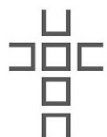
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4. Statement of Key Outcomes & Associated Activities

The SSO / Administration Assistant will:

- Support Tatachilla Lutheran College's objectives by providing administrative and wellbeing support to the College community under the direction of the Finance Manager and relevant Head of School.
- accept the delegated responsibility and authority vested by the Principal.

The following responsibilities and accountabilities will be undertaken by the SSO:



General Administration:

1. Data entry of absentee records, reporting and follow up
Class absentees are recorded on SEQTA. Contact is then with the parent to confirm the whereabouts of the student if not already notified.
2. Monitor students signing in and out of the College
Teachers are kept informed of all student movements through the SSO
3. Database management of Student and Family Records
Update change of address/personal details as necessary
4. Collect and distribute various forms on behalf of students and staff
For example: excursion forms and special events
5. Storage and tracking of lost property items
Continually monitor lost property, returning named items asap to assist parents in locating clothing items.
6. File management and a range of other administrative tasks as required
Maintain class lists, rolls and teacher folders. Maintain and update sign in/out registers and visitor books and badges.

First Aid:

7. Administer First Aid as required
The welfare of students and staff take priority over all other duties. Provide a caring and supportive atmosphere to all students.
8. Maintenance of sick bay area
 - To be kept hygienically clean and tidy at all times.
 - Replenish stocks as necessary.
 - Storage of student medication.
 - Use by dates to be checked regularly for Asthma and general medication.
9. Ensure student's medical records and Health Support plans are correct and current
Constant follow up required via letter/email/phone to ensure up to date
10. Provide prescribed medication as authorized
Medication provided to a student must be named and the dose clearly labelled on a prescription provided by the parent with full written instructions.
11. Maintain yard duty kits and 2-way radios
Radios to be charged and regularly checked to ensure functioning. Yard duty kits to be regularly checked and replenished as necessary. Vests to be washed at least once per term.

Student Service Support:

12. Provide first point of contact for students and parents requiring information relating to College activities and events.
13. Endeavour to be kept up to date with class notices / activities / sporting events etc to provide parents and staff with easily accessible information upon request.
14. Deliver messages to students as required.
15. Ensure messages are delivered to students promptly.

General

1. Participate in co-curricular and extra-curricular activities as required, including whole College activities;
2. Be involved in the Professional Development Program of the College and display a

- commitment to continuous self-evaluation and lifelong learning;
- 3. Actively participate in programming and planning meetings with teaching teams;
- 4. Ensure compliance with WHS policies and procedures;
- 5. Be up to date with and promote the various policies of the College;
- 6. Attend meetings as negotiated with Line Manager; and
- 7. Work in a collaborative way with staff members.

PERSON SPECIFICATION

1. Educational / Vocational Qualifications

- Working with Children Check (WWCC) and successful completion of TLC Applicant Declaration form.
- Responding to Risks of Harm, Abuse and Neglect (RRHAN-EC)
- First Aid Certificate (HLTAID012 Provide First Aid in an Education and Care Setting)

2. Personal Skills, Abilities & Aptitude

- Show a willingness to support and promote the Christian ethos of the College;
- Maintain a high degree of confidentiality and discretion at all times
- Have excellent communication and interpersonal skills;
- Self-motivated with the ability to exercise appropriate initiative and prioritisation in the administrative support tasks.
- Exceptional communication in both oral and written communications.
- Adept at providing excellent customer service and conflict resolution.
- Diplomacy and patience to interact with a variety of personalities
- Be approachable, supportive and proactive in developing relationships with students and the College community
- Aptitude to work both autonomously and as a member of a team
- Be able to communicate effectively and work with staff, students and parents
- Personal commitment to continuous self-development and improvement.

3. Experience and Knowledge

- Previous extensive experience in an administration support role
- Excellent organisation and planning skills
- Experience organising events and coordinating resources
- Demonstrated ability to relate effectively to a diverse range of people;
- Conversant with data-base management;
- Strong ability using Microsoft Office and Google documents and ability to learn the efficient use of other software programs.

4. Classification Level

Student Support Officer – is a Lutheran Schools Officer classification in line with the experience of the incumbent as per the terms of the 2024 SA Lutheran Schools Enterprise Agreement.

5. Performance Standards & Review

An annual Performance Review is undertaken with the Business Director to determine the capacity to meet the demands of the role, where additional skills training is required and what level of job satisfaction is being obtained.

6. Workplace Health & Safety

The objective of the Work Health and Safety Act 2012 is to prevent a person's death, injury or illness caused by a workplace, by a relevant workplace area, by work activities, or by plant or substances for use at a workplace. To meet this objective, exposure to the risk of death, injury or illness must be prevented or minimised. To achieve this, the Act establishes a framework by imposing WHS obligations on certain persons who may affect the health and safety of others. Staff of Tatachilla Lutheran College are accountable for the day-to-day control of their respective operations. In addition to the mandatory duties imposed by the statutory requirements, staff have specific duties within the College's Work Health and Safety Management System as part of a broader Risk Management Framework. The Executive Team has the major responsibility for establishing safety policies and procedures however, these must reach staff on the job.

7. Equal Employment Opportunity

Equity principles underpin all College policies and procedures. The College is committed to Equal Employment Opportunity principles and values cultural diversity and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

APPLICATION PROCESS

Applicants with sufficient skills and experience are required to:

1. Write a cover letter of up to two pages, addressing suitability for the position;
2. Include a curriculum vitae; and
3. List three referees, one being a pastoral or character referee.

Applications that do not meet the above requirements will not be considered.

Applications should be addressed to the Business Director, Tatachilla Lutheran College and sent electronically to jobs@tatachilla.sa.edu.au.

Applications close 9am, Monday 15 December 2025