Mount St Benedict College

College Services Officer – Position Description

Mount St Benedict College is a Catholic, independent, girls' high school in the Good Samaritan tradition, offering holistic education based on Benedictine values of Pax, Hospitality and Stewardship.

Mount St Benedict College is committed to ensuring that every person involved in the College understands the important and specific role they play, both individually and part of the wider community, to ensure that the wellbeing and safety of all children and young people in their care.

POSITION TITLE:	College Services Officer
DEPARTMENT:	Business Services
LOCATION:	449D Pennant Hills Road, Pennant Hills NSW 2120
PURPOSE STATEMENT:	The College Services Officer plays a key role in supporting the College community through the coordination of events, functions, catering, hospitality, and operational services. The position is responsible for ensuring College functions are delivered professionally, resources are managed efficiently, and staff and visitors experience exceptional service. Working collaboratively across departments, the role contributes to the effective operation of the College and the continuous improvement of hospitality and administrative processes.
POSITION REPORTS TO:	Head of College Services
COORDINATES WITH:	• College Services Team • Facilities Manager and Facilities Team • Onsite Canteen Contractors • Event Owners (All staff) • External suppliers • Leadership Team members
DIRECT REPORTS:	Nil
AWARD/AGREEMENT RELATIONSHIP:	Conditions under NSW Catholic Independent Schools (Support Staff – Model A) Multi-Enterprise Agreement 2025
CLASSIFICATION:	Level 5
STATUS:	Full-time (40 weeks per year)
OTHER ALLOWANCES	Nil
SPECIAL CONDITIONS	The hours will be as per the operational requirements of the role and may require some flexibility for early morning, evening and/or weekend work

MAJOR ACCOUNTABILITIES:

1. Event Coordination

- Coordinate and support the delivery of a range of College events, functions, meetings and community engagements, ensuring all planning, catering, logistical and operational requirements are effectively managed to provide a professional and positive experience for attendees, including staff professional development activities, Board meetings and dinners, and other College functions.
- Gather and collate hospitality activities requirements, preparing detailed documentation to ensure successful execution.
- Communicate requirements and liaise with relevant support staff, ensuring all deadlines are met.
- Provide function coordination expertise, offering advice and suggestions for continuous improvement.
- Actively participate in event planning meetings, ensuring smooth collaboration with all stakeholders.
- Monitor event/function requests submitted through the online ticketing system and allocate resources efficiently via the online booking system.
- Collaborate with the College Facilities Team to ensure early planning and thorough physical setup

2. Catering Coordination and Hospitality Services

- Manage the catering needs for numerous smaller events, including tea, coffee, and refreshments for various meetings and gatherings.
- Ensure value for money in catering purchases, working closely with the onsite canteen contractor to coordinate requirements.
- Coordinate with suppliers and contractors to meet the detailed catering needs for both large and small-scale events.

3. Operational Management and Staff Amenities

- Ensure catering supplies for staff amenities (milk, coffee, tea, etc.) are consistently available and replenished as needed.
- Oversee the operational aspects of the catering function of the College, including stock management, ordering, inventory control, and movement of goods as required for catering purposes.
- Maintain and organise the event storage areas, ensuring stock availability and readiness for upcoming events.
- Manage the logistics of staff amenities, including laundry services, service of coffee machines and stocking staff rooms with necessary supplies.
- Provide support and hospitality to staff and students in the general office, offering assistance where needed.
- Regularly review and make recommendations for improvements in hospitality activities/functions delivery and operational efficiencies to the Head of College Services.

3. Other duties

- Provide initial welcome, support and appropriate hospitality to students and staff seeking information, support and advice at the general office
- Work as part of the College Services Team, assisting where required and attending meetings as required
- Support the College Services Team providing relief at reception and supporting Colleagues as required

4. Contributing to the Implementation of the College's Vision and Mission and the Building of the College Community in the Tradition of the Good Samaritan:

- Develop harmonious relationships with staff and students via daily interactions
- Uphold Benedictine values including that of service to others in community
- Provide a standard of service which will support the realisation of the College's Vision and Mission
- Attend College liturgical celebrations as required

5. Contributing to the Service and Professionalism of the College:

- Participate in meetings and at times lead sessions for staff at various levels in the College
- Demonstrate flexibility and teamwork by taking on other roles and tasks as needed from time to time
- Support the College priorities to achieve a positive and nurturing learning community for students and staff

- Be committed to ongoing personal planning and professional development to enhance the level of service presented

ESSENTIAL SKILLS / QUALIFICATIONS:
• Applicants should hold formal qualifications in Event Management (or similar) or have a minimum of 2 years of relevant experience. • Strong organisational skills. • Exceptional communication skills both written and verbal, strong interpersonal skills and experience in maintaining cooperative partnerships within the organisation. • Skilled in managing competing deadlines. • Experience working independently and within a team environment. • Have a calm and positive approach in high pressure situations. • Experience prioritising workloads and meeting deadlines. • Advanced computer literacy and extensive experience with Microsoft Office products. • Current Working with Children Check.
DESIRABLE SKILLS / QUALIFICATIONS:
• Current First Aid Certificate • Display a consistently high standard of ethical conduct, exhibiting honesty, integrity and understanding in accordance with the Good Samaritan ethos. Embraces the Benedictine values of Pax, Hospitality and Stewardship of the College, through demonstrating empathy, efficiency, drive and commitment and a positive attitude

Key Performance Indicators	Description
1. Supporting the College's Catholic Ethos *Demonstrate an integration of faith and behaviour in all areas of College life. Act with love, grace, humility and generosity to all students, staff and families of Mount St Benedict College*	• Actively support, and live out the College's Declaration of Faith, Strategic Plan and Mission Statement; • Reflect an integrated model of Catholic service to all aspects of College life; • Promote in staff and students a strong commitment to serve others; • Attendance at meetings as required
2. Service *Excellent communication skills, including the ability to liaise with all members of the community, both internal and external.*	• Provide the highest level of service to all members of the College Community - including students, parents and staff. • Positively promote the College both internally and externally at all times. • Provide patience, care, compassion and discernment, as needed. • Complete assigned work diligently and promptly and by the most efficient/effective means. • Cheerfully and proficiently greet visitors and facilitate resolution of any complaint • Attend College functions, sometimes out of school hours.
3. Skills, Knowledge & Application *Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate content and skills, legislation, policies and procedures.*	• Be intimately involved in policy development and aware of academic and other educational initiatives; • Demonstrate high level oral and written communication skills, with an attention to detail and high-level organisational ability; • Prioritise duties, meet deadlines and achieve goals within a complex and multi-focused environment; • Develop and maintain professional relationships within the College community • Demonstrate the ability to meet deadlines;

	• Demonstrate the skills required to ensure effective communication with parents, students, staff and other community members; • Demonstrate excellent leadership and teamwork skills in interactions with other members of College staff
4. Professional Conduct *Demonstrated adherence to the professional responsibilities of working in an Independent Catholic College and understanding of the need for adherence to the College policies and procedures and the Staff Code of Conduct.*	• Fulfil all requirements of the Mount St Benedict Code of Conduct; • Undertake all duties with loyalty, enthusiasm, diligence and the highest standards of professionalism; • Pursue and encourage excellence in all areas of College life; • Positively promote the College both internally and externally at all times; • Adhere to College policies; including: Student Welfare, Child Protection, WHS, Staff code of Conduct, Acceptable use of IT, Copyright Regulations and other College policies; • Exercising leadership that enables the achievement of strategic priorities. • Maintain confidentiality and discretion regarding all College related issues; • Exercise initiative and judgment in complex, confidential situations; • Ability to manage policy implementation, for example, as pertaining to the handing of personal information; • Follow instructions from supervisors, comply with requests & instructions from the Principal and the College Board. • Model observable professional behaviour and professional courtesy. • Commitment to Child Safety, Provide students with a child-safe environment. Be familiar with and comply with the College child safe policy and code of conduct, and any other policies or procedures relating to child safety.
5. Personal & Professional development *Demonstrated experience in and understanding of the need for continuing both personal and professional development*.	• Work collaboratively with, and provide expert advice to the Director of Operations • Maintain memberships, networking and involvement in professional associations. • Build and maintain industry relationships • Attend all compulsory professional development provided by the College and as required by the College with outside agencies; • Show commitment to continuous organisational improvement; • Demonstrate commitment to ongoing professional growth & learning and engage in own professional learning.
6. Teamwork & Communication *Demonstrated ability to contribute to a diverse team, or participate as an active member of a team, consistent with the philosophy and policies of the College.*	• Demonstrate reliability and effective communication; • Provide clear and timely communication with students, parents, staff and the College Board. • Model a willingness to work positively and collaboratively within a team; • Demonstrate highly effective communication and conflict resolution skills: • Establish and maintain effective communication networks: • Exhibit flexibility within the role to improve productivity, seeking and responding positively to feedback from peers, the Principal and the College Board; • Demonstrate the ability to work as part of a team as well as ability to work independently; • Treat others in a respectful and supportive manner at all times.

7. Administration & Compliance *Through the use of organisational processes, ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*	• Maintain safe working practices at all times; • Comply with WH&S requirements (specifically Section 36 of the Workplace Health & Safety Act) to ensure a safe working environment; • Complete required College documentation within established timeframes; e.g. applications for leave, expense reimbursements, incident forms etc. • Demonstrate knowledge of risk management; ability to apply due diligence with regard to the reporting of hazards and incidents. • Contribute to the design, implementation and review of policies and programs in collaboration with HR Team.
8. Community Engagement *Demonstrated commitment to the Mount St Benedict College Community as an integral part of all employment responsibilities and to willingness to enhance our culture and co-curricular programs.*	• Where appropriate opportunities present, become involved in the life of the College in order to promote community and contribute to objectives of the College, including attendance at staff meetings, leading prayer, working with students, becoming involved in school events. • Engage professionally with colleagues, parents/carers and the community. • Encourage and promote engagement with the wider community. • Ensure positive relationships with outside agencies are maintained by providing timely and efficient communication when required.
9. Pastoral Care *Demonstrated commitment to the Pastoral Care of all students at Mount St Benedict College and an understanding of the need for adherence to all College policies and procedures in relation to the Pastoral Care of all students.*	• Maintain confidentiality in all issues in relation to the College; • Demonstrate concern and care for colleague's and engage positively and respectfully with them; • Support and maintain discipline and pastoral structures and expectations within the College; • Administer First Aid on occasion, as required;

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

I have read, understand and agree to undertake the responsibilities and requirements as detailed in this position description.

Name: _____

Signature: _____

Date: _____

July 2026