Mount St Benedict College

Operations Administrator – 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:	Operations Administrator
DEPARTMENT:	Business Services
LOCATION:	449D Pennant Hills Road, Pennant Hills NSW 2120
PURPOSE STATEMENT:	The Operations Administrator plays a key role in supporting the effective operation of the College by providing high-quality administrative, operational and stakeholder support services. The role is responsible for coordinating administrative processes, managing data and communication systems, supporting students, parents and staff, and ensuring the smooth delivery of College operations. Working closely with the Head of College Services and other stakeholders, the position contributes to service excellence, process improvement and the achievement of the College's strategic and operational objectives.
POSITION REPORTS TO:	Head of College Services
COORDINATES WITH:	• Head of Risk and Compliance • Business Services Team • Academic Operations Team • Teachers and Professional Services Staff • Parents and Community members
DIRECT REPORTS:	-
AWARD/AGREEMENT RELATIONSHIP:	NSW Catholic Independent Schools (Support Staff-Model A) Multi-Enterprise Agreement 2025
CLASSIFICATION:	Support Staff Level 5
STATUS:	Term time
OTHER ALLOWANCES	-

MAJOR ACCOUNTABILITIES:

The Operations Administrator duties include but are not limited to:

1. Administration and Office Support

- Assisting the Head of College Services in the day-to-day operation of the College.
- Providing administrative assistance to the Head of Risk and Compliance in regard to complaints.
- Providing support to the Coordinator of the Day through regular playground duty check-ins, ensuring compliance with the scheduled duty roster.
- Ensuring correct administration of staff and student onboarding and offboarding.
- Supporting staff and Leadership Team with timely administrative assistance.
- Assisting the Head of College Services to maintain the accuracy of external bookings on College Calendar.

2. Student Data Administration

- Provide administrative support for the management and maintenance of student records, ensuring data accuracy, integrity and compliance with College requirements.
- In collaboration with the Teaching and Learning Team, ensuring proper process and procedure is undertaken with regards to exam results, student reports and parent communications.
- Assist with student data management processes, including data entry, updates, reporting and record maintenance across College systems.

3. Parent and Community Support

- Coordinate the preparation, distribution and collection of student permission notes and related documentation.
- Under the direction of the Head of Risk and Compliance, monitor and facilitate the College feedback system, triaging enquiries, requests and issues to ensure timely escalation and resolution.

4. Operational and Logistics Coordination

- Oversight of a wide range of administrative functions including transport, facilities hire and other key functions.
- Tracking support tickets (Administration and Facilities) to ensure high levels of service to the College
- Assist with the administration and coordination of College events, excursions and activities requiring parent communication and student participation management.

5. Contributing to the Service and Professional standards of the College:

- Provide a standard of service which will support the realisation of the College's Vision and Mission
- Demonstrate flexibility and teamwork by supporting other roles and tasks as needed from time to time

ESSENTIAL SKILLS / QUALIFICATIONS:

- Demonstrated experience in an administrative, operations coordination or business support role.
- Proven ability to coordinate workflows, administrative processes and service delivery across multiple functions.
- Experience supporting operational activities, events, projects or business services functions.
- Demonstrated high level of computer literacy, including exposure to computer-based compliance software systems;
- High level of professionalism and personal accountability.
- Strong attention to detail and commitment to accuracy.
- Flexible, adaptable and resilient in managing changing priorities.
- Commitment to delivering exceptional service to students, parents and staff.
- Ability to work independently while contributing positively to a team environment.

• Commitment to the Good Samaritan Benedictine values and ethos of the College; • Current Working with Children Check (WWCC).
DESIRABLE SKILLS / QUALIFICATIONS:
• Knowledge and experience in educational or not-for-profit entities • Current First Aid Certificate

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 Catholic ethos, Strategic Plan and Mission Statement; • Reflect an integrated model of Catholic service to all aspects of College life; • Demonstrate an understanding of current organisational, WHS and management practices and a demonstrated working knowledge of good business practices and financial control; • Promote in staff and students a strong commitment to serve others; • Attendance at meetings as required; • Availability to attend meetings of the Board and School Sub-Committees as needed
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.*	• Apply contemporary management skills to ensure that the College community is professionally serviced, and the Line Manager and Principal are kept informed and up to date on all risk and compliance matters; • Lead policy development and awareness of academic and other educational initiatives and issues that will directly or indirectly impact on the College's operations; • 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 with the College community, alumni and external customers; • 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 the HR team.

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 • Maintain confidentiality and discretion regarding all College related issues; • Exercise initiative and judgment in complex, confidential situations; • Ability to lead policy implementation • Follow instructions from supervisors, comply with requests & instructions from the Director of Business Services , Principal and the College Board.
5. Personal & Professional development *Demonstrated experience in and understanding of the need for continuing both personal and professional development*.	• 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 as required • 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 Director of Business Services , 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.*	• Lead the College in the maintenance and delivery of its policy and compliance; • 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.
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. Wellbeing Care *Demonstrated commitment to the Wellbeing 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 Wellbeing 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 wellbeing structures and expectations within the College; • Administer First Aid on occasion, as required; • Provide active & vigilant supervision of students 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: _____

August 2026