

22 September 2017

Dear Applicant

**Re: Alesco Illawarra Administration Officer  
Permanent Part-Time (up to 35 hours per week)**

Thank you for your inquiry regarding employment with Alesco Illawarra. Enclosed you will find information to assist you in deciding whether to submit an application, and if so, the things you need to do in order for your application to be considered.

**WEA Illawarra**

At WEA Illawarra our aim is to build strong communities by helping individuals to achieve their potential. We believe that the power of learning can make a difference, throughout all stages of life, and no matter what an individual's circumstances. With a reputation built on 100 years of service and a team of dedicated and qualified staff, trainers, tutors and teachers, WEA Illawarra helps people achieve their learning goals through a range of quality education and training services. WEA Illawarra is a Registered Training Organisation, part of the Adult and Community Education network and is also registered with the Australian Charities and Not-for-profits Commission as a Public Benevolent Institution and endorsed by the Australian Taxation Office as a Deductible Gift Recipient.

**Alesco Illawarra**

In 2011, WEA Illawarra opened Alesco Illawarra, a new service to the Illawarra community, consistent with WEA's mission to promote life-long learning and enhance individuals' employment prospects, social inclusion opportunities and lifestyle aspirations.

Alesco Illawarra is a Special Assistance School based in Wollongong and is co-located with and operating under the auspices of WEA Illawarra. Alesco Illawarra has been granted registration as a non-government school for Years 9-12 with the NSW Department of Education and accreditation with the NSW Education Standards Authority (NESAs) to teach courses leading to the award of the Record of School Achievement and the Higher School Certificate. For our information brochure and further details of our approach to education, please visit [www.alescoillawarra.nsw.edu.au](http://www.alescoillawarra.nsw.edu.au).

Many students enrolled at Alesco Illawarra have experienced trauma in their lives as a result of disrupted attachment, neglect, abuse, violence or being a witness to violence. Our students may have significant gaps in academic achievement and find it difficult to learn in a group setting, while sometimes presenting with behavioural and social problems in school.

Alesco Illawarra is working towards a model of Trauma Informed Practice, which encompasses a structured vision of wellbeing in the school community with case management support for each student. Our relationship-based practice is grounded in unconditional positive regard for our students. The use of restorative practices assists students and staff to build the capacity to self-regulate behaviour, improve learning outcomes and nurture relationships.

## **The Alesco Team**

Alesco Illawarra currently employs a number of full-time and part-time teachers at our head Wollongong campus and at our Outreach Campuses at Bulli, Koonawarra and Nowra. To assist with the welfare and special learning needs of our students, we also employ a full-time Outreach Coordinator, Youth Support Workers and Teachers' Aides. The Board of WEA Illawarra is the governing body of the school, with the CEO as Principal, and additional management and administration systems support is provided by the Business Manager.

The job of the Alesco team is to help young people believe in themselves and to realise that they can shape their future and choose what it will be, regardless of what has come before.

## **The Position**

A permanent vacancy has become available at our Wollongong Campus for a part-time School Administration Officer. The Administration Officer will be required to work Monday to Friday up to a total of 35 hours per week. The school's usual hours of operation are from 8.30am to 4.00pm, however there is some flexibility to negotiate start and finish times each day for the right candidate. The position is available for an immediate start.

We are looking for an exceptional administrator who is comfortable working in a busy and sometimes demanding environment managing competing priorities. You will have excellent attention to detail, high level interpersonal skills and show great initiative. We need someone who can work together with the Business Manager to improve and implement great systems that help the school run smoothly, meet all its compliance requirements, and focus on its job of caring for and providing a responsive learning environment for our students and their families.

Previous experience working in a school will be highly regarded, but not essential. Our preference is for someone familiar with a not-for-profit environment where social justice is the basis of service provision. We'd love you to join our team if you are passionate about making a difference in the lives of young people, can do your job with compassion and patience and are willing to work with the rest of the school team to help young people who may have been left behind by the traditional school system and face lots of challenges.

The key responsibilities of the Administration Officer position, conditions of employment and the qualifications, experience, knowledge, skills and personal attributes required to be successful are detailed in the attached **Position Description**. Together, these constitute the inherent requirements of the position.

## **Working With Children Check**

This position is designated as child-related employment. In accordance with the *Child Protection (Working with Children) Act 2012* and the *Child Protection (Working with Children) Regulation 2013*, candidates will need to have a valid and current Working With Children Check (WWCC) clearance for paid employment as a condition of employment. Application for a WWCC Clearance can be made by visiting the Office of the Children's Guardian website <http://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check>.

WEA Illawarra may also conduct National Police Checks to determine suitability for employment when a person is identified as the preferred candidate for a position after interview.

## **People with a Disability**

If you are successful at gaining an interview and need anything to assist you at the interview such as wheelchair access, or have other requirements, please discuss this with the selection panel convenor.

## **Adjustments at Work – Rights of People with a Disability**

It is WEA Illawarra policy to make reasonable adjustments in the workplace to meet the needs of people with a disability. Adjustments may include changing aspects of the workplace or the job so that employees with a disability can use their skills effectively and candidates with a disability can compete based on their capabilities. If you have a disability and you are identified as the preferred candidate for a position, the Principal will discuss with you and consider any reasonable adjustments that may be required.

## **Privacy Information Collection Notice**

We collect, use, hold and disclose personal and sensitive information in accordance with the *Privacy Act 1988* and the Australian Privacy Principles (APPs). A copy of our Privacy Policy is available by contacting WEA Illawarra at 50-56 Auburn Street (PO Box 1472) Wollongong NSW 2500, or on 02 4226 1622, or e-mailing [info@weaillawarra.com.au](mailto:info@weaillawarra.com.au).

1. In applying for this position you will be providing WEA Illawarra with personal information.
2. If you provide us with personal information, for example, your name and address or information contained on your resume, we will collect the information in order to assess your application for employment. We may make notes and prepare a confidential report in respect of your application. We may keep this information on file if your application is unsuccessful in case another position becomes available.
3. WEA Illawarra's Privacy Policy contains details of how you may complain about a breach of the APPs or how you may seek access to personal information collected about you. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others.
4. We will not disclose this information to a third party without your consent.
5. We may be required to collect information about you in relation to certain criminal offences to meet our obligations under Child Protection laws.
6. WEA Illawarra may store personal information in the "cloud", which may mean that it resides on servers which are situated outside Australia.
7. If you provide WEA Illawarra with the personal information of others, eg referees, we encourage you to inform them that you are disclosing that information to us and why, that they can access that information if they wish and that WEA Illawarra does not usually disclose this information to third parties.

## **How to Apply**

Employment will be offered on the basis of merit. The applicant considered to be the most capable of meeting the inherent requirements of the position will be selected. To decide this, we will look at your qualifications, experience, skills and personal attributes based on your responses to the selection criteria, performance at interview and referee checks.

## **For your application to be considered you MUST include all of the following:**

- A covering letter** which includes your name and contact details and the position for which you are applying. In your covering letter please give us a brief description of your experience and suitability AND tell us why you are interested in working in our alternative school environment.

- ❑ **Your “claim” for the position.** The attached position description details the selection criteria, both essential and desirable. You should write a statement about how you meet **each** of the selection criteria. The best way to set out your claim for the position is to list every selection criterion as a heading. Under each heading **clearly explain how you meet the criterion**, using examples where applicable. Limit your response to one or two paragraphs per criterion or write in point form.
- ❑ **Your Resume.** You should tell us about your education and qualifications and what type of work, including voluntary or unpaid work, you are doing now or have done in the past, what organisations you have worked for, the period you were employed, the kind of work you did and what your responsibilities were. There is no need to include work you did more than 10 years ago unless it is particularly relevant to the position.
- ❑ **Referees.** Please provide the names and phone numbers of at least two referees who can comment on your past work responsibilities and performance. A current or recent supervisor should be included if possible. If you are successful in gaining an interview we will ask your permission to contact your referees.
- ❑ **Send your application** to us so that it arrives by the closing date and time. WE WILL ONLY RECEIVE APPLICATIONS VIA E-MAIL. Your application should be submitted using MS Word or in PDF format and we prefer it to be sent as a single document to [alesco@weaillawarra.com.au](mailto:alesco@weaillawarra.com.au). Please be sure to include everything from the “How to Apply” checklist.

**Applications close 11.59pm Sunday 8 October 2017.**

**Late applications will not be considered.**

If you would like any further information regarding the position, please contact Louisa Raft, Business Manager, e-mail [alesco@weaillawarra.com.au](mailto:alesco@weaillawarra.com.au) or phone 0417 475 552. Please note that Louisa will be unavailable to return e-mails or calls between 28 September and 3 October inclusive.

Applicants successful in progressing to the next round will be contacted shortly after the closing date and interviews will be held during the week commencing 16 October 2017.

Thank you once again for your interest in Alesco Illawarra.

Yours sincerely



**Louisa Raft**  
**Business Manager**

## POSITION DESCRIPTION

<b>Position Title</b>	Administration Officer, Alesco Illawarra
<b>Location</b>	Alesco Illawarra 50-56 Auburn Street Wollongong NSW Occasional travel to Alesco Illawarra Outreach Campuses (Bulli, Koonawarra or Nowra) if required
<b>Conditions and Hours</b>	Letter of offer National Employment Standards Educational Services (Schools) General Staff Award 2010 (please visit <a href="http://awardviewer.fwo.gov.au/award/show/MA000076#P315_31731">http://awardviewer.fwo.gov.au/award/show/MA000076#P315_31731</a> to see full details of the Award) Permanent Part-Time up to a maximum of 35 hours per week, worked Monday to Friday. Fewer hours and flexible start and finish times may be negotiated for the right candidate. The Administration Officer is generally not required to attend work during nominated non-term weeks. Dates of attendance for work activities such as planning or professional development which are held during non-term weeks are advised in advance.
<b>Classification</b>	School Administration Services Grade 2 or 3, Level 2.1 - Level 3.1 in the salary scale of the above-named Award, depending on qualifications and experience
<b>Salary</b>	\$50,825 - \$52,881 per annum pro rata (\$25.63 - \$26.67 per hour) plus superannuation and leave loading. WEA Illawarra is a Public Benevolent Institution and as such can offer Fringe Benefits Tax exempt salary packaging up to \$15,900 per annum which has the potential to increase an employee's take home pay by reducing the amount of tax paid.
<b>Organisational Relationships</b>	Reports to the Business Manager Alesco Illawarra. Other key stakeholder relationships include Alesco Lead Teacher, participating and prospective students and their parents/carers, Alesco teaching and non-teaching staff, other WEA Illawarra staff, community organisations, youth health and welfare service providers and other local high schools.

### Purpose of the Position

- To work as part of a team that effectively engages students in the learning opportunities provided by Alesco Illawarra and meets the expectations of the NSW Education Standards Authority (NESA), funding bodies and WEA Illawarra.
- To develop and implement effective administrative systems to facilitate the efficient and effective operation of the School.
- To provide administrative assistance and other support to Alesco Illawarra staff, students and parents/carers for enrolment, attendance, classroom activities and other School requirements.

### Key Challenges

- Prioritising workload in an environment with multiple internal and external stakeholders.

- Maintaining excellent customer service in a sensitive and compassionate way, understanding the special needs of students enrolled in the School and their parents/carers, and operating within a trauma-informed model of practice.
- Analysing administrative system needs, developing solutions with other staff and assisting with training of others in systems, while managing usual position responsibilities.

### Key Responsibilities

Key Results Area	Responsibilities
Office, Reception and Administration	<ul style="list-style-type: none"> <li>• Undertake reception duties, including managing telephone inquiries, making of appointments, distributing messages, meeting and greeting of students, parents/carers and other school visitors.</li> <li>• Communicate effectively and appropriately with Alesco staff students, parents/carers and others in the school community, maintaining confidentiality and handling sensitive situations with tact and discretion.</li> <li>• Assist with the enrolment process for new, returning and exiting students, including data entry and information management in the school's electronic Student Management System (Sentral), NESA Schools Online and other records management systems.</li> <li>• Manage electronic attendance record-keeping according to school policies and procedures, including processing of late arrivals and early departures, and prepare rolls and class lists as required.</li> <li>• Manage student applications and other requirements of the School Student Transport Scheme and the Assisted School Transport Program in accordance with Transport for NSW guidelines and procedures.</li> <li>• Use computer based programs and other technology or equipment to design, layout, print, duplicate and bind school publications, learning materials and other documents as requested by staff.</li> <li>• Maintain filing and other records management systems.</li> <li>• Prepare general and confidential correspondence on behalf of School Executive, collect, distribute, record and post mail in accordance with procedures.</li> <li>• Operate and care for office and/or classroom equipment and machinery, and prepare classrooms and resources as required for the teaching program.</li> <li>• Arrange quotations for the purchase, maintenance and disposal of office and classroom equipment and manage asset information in asset register.</li> <li>• Undertake ordering, purchasing, receiving, distribution, storing and stocktaking of school materials, goods, and consumables.</li> <li>• Process routine financial transactions such as collection and receipting of student contributions towards excursions and other school activities.</li> <li>• Work cooperatively with the Business Manager to review and monitor administrative processes, assist with the documentation of work-related procedures and develop and implement admin system improvements.</li> <li>• Undertake other responsibilities as directed by the Business Manager or Lead Teacher and in accordance with skills and experience.</li> </ul>

<b>Key Results Area</b>	<b>Responsibilities</b>
Classroom and Student Support	<ul style="list-style-type: none"> <li>• Assist with the organisation of school excursions and other learning activities, on and off school premises.</li> <li>• Prepare and maintain learning environments and materials, including maintaining equipment and work and learning areas in a clean and safe state.</li> <li>• Demonstrate, role model and encourage positive behaviour with students, referring all disciplinary matters to the Lead Teacher.</li> <li>• Care for and support sick or distressed students.</li> <li>• Maintain current first aid qualifications and administer first aid when required.</li> </ul>
General	<ul style="list-style-type: none"> <li>• Participate in WEA and Alesco whole school and team activities, including staff meetings, graduation and awards ceremonies, student orientation sessions, planning, evaluation, reporting activities and performance management processes.</li> <li>• Contribute to the implementation of organisation-wide quality assurance and continuous improvement activities.</li> <li>• Understand and positively promote the values of the Alesco and WEA Illawarra.</li> <li>• Abide by and implement all legislative requirements, guidelines and policies and procedures associated with Alesco and WEA Illawarra.</li> </ul>

## Selection Criteria

### Essential

1. Relevant vocational qualification in administration or business services with subsequent relevant work experience or combination of experience and/or education/training deemed to be equivalent.
2. Excellent interpersonal skills including cultural sensitivity and the ability to communicate effectively in business writing and verbally with a range of stakeholders.
3. Highly proficient user of technology, including using a personal computer and MS Office programs, electronic databases, Internet, e-mail, iPads and other educational technology.
4. Demonstrated customer-service approach and problem-solving skills.
5. Demonstrated ability to independently plan and organise work and manage competing demands without compromising attention to detail.
6. Ability to initiate and implement team and individual continuous quality improvement initiatives.
7. Current First Aid Certificate or willingness to obtain.

### Desirable

8. Previous administration experience in a school environment or in a not-for-profit organisation.
9. Ability and interest in working with disadvantaged young people, young people with barriers to education, at risk of disengaging from education or with challenging behaviours.

## Personal Attributes

**Emotional Intelligence:** friendly, compassionate, patient, approachable, with ability to handle interpersonal relationships with empathy and tact.

**Initiative:** enthusiasm, self-motivation, identifying what needs to be done, organising the necessary resources and doing it before being asked or before the situation requires it.



**Flexibility:** openness to different and new ways of doing things; willingness to modify your preferred way of doing things, ability to adapt to change, eager to take on new challenges.

**Teamwork:** the ability and desire to work cooperatively with others in a team.

**Stress Management:** ability to keep functioning effectively when under pressure, maintain self-control in the face of hostility or provocation, monitor own stress levels and practice and promote self-care strategies.

## Other Requirements

### Child Protection

This position is classified as child-related employment. Employment is conditional upon obtaining an employment Working With Children Check Clearance and giving a Child Protection Undertaking as outlined in your letter of offer of employment. For information please visit <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>.

### Use of Private Motor Vehicle

From time to time you may be required to use your private motor vehicle for the purpose of carrying out the responsibilities of your position. On these occasions, WEA Illawarra will pay a motor vehicle allowance on a per kilometre basis, according to the WEA Illawarra's Policies and Procedures. Evidence of the current registration of your private motor vehicle, CTP Green Slip insurance and Comprehensive Motor Vehicle Insurance must be provided prior to using your private motor vehicle for work purposes.

## Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

It is a requirement that you advise WEA Illawarra if you have any injuries, illness, disorder, impairment, condition or incapacity which could be aggravated by the type of employment for which you are applying. The existence of a pre-existing condition will not preclude you from employment, unless you are unable to perform the Inherent Requirements of the position. We encourage you to discuss this with WEA Illawarra to assist in the process of identifying any reasonable adjustments which could be made to enable you to perform the duties of the position. WEA Illawarra wants to place you in the best situation to use your skills effectively in the position for which you are applying.

Following is a table which outlines the main physical and psychological Inherent Requirements of the position.

Element	Key Activity	Frequency
Work environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment with people from differing professional backgrounds	Daily
	Work in unstructured environments (eg Outreach centres, outdoor learning settings)	Occasionally
	Work between the hours of 8.30am – 4.00pm	Regular
	Work extended hours or evenings for special	Occasionally



	events	
	Work in buildings which may be two-storey	Regular
	Sit at a computer or in meetings for extended periods	Daily
	Manual handling tasks including movement of furniture, equipment or resources (within safety guidelines)	Regular
People contact	Work with students who may have a physical or sensory disability	Occasionally
	Work with students who may have a mental health or mild intellectual disability	Daily
	Liaise with government, non-government, community and law enforcement organisations	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates	Occasionally
	Interact with students and members of the public who could display verbal or physically challenging behaviours	Regular
	Support students and participate with students in recreational activities (eg gardening, ball games, swimming, walking, sports)	Occasionally
	Facilitate access to specialist, generic and community services	Occasionally
	Undertake training and professional development activities	Regular
Administrative tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, plans and student records, participate in meetings, concentrating for long periods of time, managing resources, researching and analysing information and data	Daily
	Use technology, including photocopier, printer, telephones, DVD players, laptops, iPads, fax machine, data projector, speakers	Daily
Transport	Drive vehicle possibly over long distance and in all traffic and weather conditions	Occasionally
	Use public transport, including trains and buses	Occasionally
	Drive vehicle with possible distractions from student behaviour	Occasionally

## Workplace Health and Safety

WEA Illawarra is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the WEA Illawarra and School community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injury and illness.

In addition to the major accountabilities and responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction given by WEA Illawarra.
- Cooperate with any reasonable policies and procedures of WEA Illawarra including the reporting of hazard or incidents using the organisation's reporting processes.