

Ignite ambition



John Paul College
Unity | Christ | Learning



Position Title	Administration Officer - Secondary School
Department/Faculty	Secondary School
Classification	School Administration Services Grade 4
Employment Type	Permanent, Term-time plus two (2) weeks / Annum
Reporting Manager	Dean of Administration - Secondary
Prepared	May 2026

About John Paul College

John Paul College (JPC) is one of Queensland's largest independent co-educational schools, offering a seamless learning journey from Early Learning to Year 12. Established in 1982 by the community for the community, our motto – Unity | Christ | Learning – continues to guide our mission of nurturing exceptional individuals with courage, integrity and a commitment to enrich society.

Our diverse community includes more than 2,400 students from ELC to Year 12, including our John Paul International College English Language Pathways. We develop ethical, creative and service-oriented thinkers who thrive in an increasingly complex global environment, grounded in Christian Ecumenical values welcoming all faiths and backgrounds.

Set on 33 hectares in Daisy Hill, Logan, our campus combines outstanding facilities with a future-focused education. Innovative learning spaces, sporting ovals, aquatic centres and a highly accredited Outside School Hours Care program support every aspect of student growth.

Guided by our mission to accelerate a dynamic learning community and ignite excellence in all, we nurture learners who are confident, adaptable and compassionate, ready to lead and serve in a multicultural, multi-faith global society.

Our Values

Mutual Respect: We show mutual respect by:

- Accepting others, celebrating our diversity and individuality
- Ensuring fairness and equity in every interaction
- Being patient and tolerant with each other.

Integrity: We act with integrity by:

- Demonstrating honesty and truthfulness
- Leading honourable lives with humility
- Taking responsibility and meeting our obligations.

Compassion: We live with compassion by:

- Showing kindness and love to others
- Caring for the vulnerable and marginalised in our community
- Generously giving of ourselves through active service

Excellence: We strive for excellence by:

- Seeking knowledge and a deep understanding of the world
- Rising to the challenge of the complex, difficult and unfamiliar in our lives
- Setting and achieving aspirational goals.

Position Purpose

The **Administration Officer - Secondary School** provides high-quality administrative support to the Secondary School Deans team and the Secondary School reception, with a particular focus on the coordination of assembly administration, co-curricular attendance monitoring, and the role of community contact point during the afternoon and early evening hours.

The role hours are typically 10:00am to 6:00pm, ensuring the Secondary School is consistently and professionally supported from mid-morning through to the conclusion of co-curricular programs. The position is integral to the smooth operation of the Secondary School office, supporting the front desk, the Deans team and key College communications.

The **Administration Officer - Secondary School** will have strong written and verbal communication, administrative and organisational skills, and the ability to maintain a realistic balance among multiple priorities.

The **Administration Officer - Secondary School** will work with a wide range of stakeholders and must be able to work calmly under pressure to handle a variety of activities across administrative, co-curricular and parent-facing contexts.

Reporting Relationships

The **Administration Officer - Secondary School** reports to the Dean of Administration - Secondary.

Key Liaisons: The **Administration Officer - Secondary School** has formal and informal interactions with the Principal, the EA to the Principal, the Deputy Principal - Head of Secondary, the Deputy Principal – Head of Primary, members of the Executive Team, all Deans (Primary and Secondary), Heads of Faculty, Heads of Year, the Head of Sport and Activities, the Head of Performing Arts (Co-Curricular), co-curricular coordinators and coaches, Secondary School teachers, Secondary School administrative staff, the JPC Retail Centre, College staff, students and parents.

Key Responsibilities

The **Administration Officer - Secondary School** is responsible for providing high-quality administrative support.

The role hours are typically 10:00am to 6:00pm, ensuring professional support from mid-morning through to the conclusion of co-curricular programs.

The position is integral to the smooth operation of the Secondary School office, supporting the front desk, the Deans team and key College communications.

The **Administration Officer - Secondary School** will have strong written and verbal communication, administrative and organisational skills, and the ability to maintain a realistic balance among multiple priorities.

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across administrative, co-curricular and parent-facing contexts.

Under the direction of the Dean of Administration, the **Administration Officer - Secondary School** will:

Reception and Front Desk Support

- Provide consistent administration support and reception coverage at the Secondary School front desk throughout the working day, working in partnership with the Student Services Officer.
- Welcome and assist visitors to the Secondary School, managing registration, departures and inquiries professionally and courteously, and referring visitors to the appropriate staff member as required.
- Effectively manage information flow in a busy reception environment, attending to external calls, enquiries and messages for staff, parents and students in a timely manner.
- Screen enquiries for staff and direct each query to the most appropriate stakeholder.
- Provide general assistance and support to staff and students, including the collection and distribution of awards, trophies and student administration items.
- Maintain the Reception area at a high level of cleanliness and a professional standard of presentation.
- Support emergency management procedures, including lockdown and evacuation processes, as directed.

Co-curricular Attendance and Participation (3.00pm to 6.00pm)

- Record and monitor student attendance at scheduled co-curricular activities between 3.00pm and 6.00pm, including sport, music, drama, debating, academic clubs and other after-school programs.
- Liaise with co-curricular Co-ordinators and coaches to confirm attendance expectations, manage exceptions and ensure accurate records are maintained.
- Support the follow-up of unexplained absences from co-curricular commitments, contacting students, staff and parents as required.
- Generate and provide co-curricular attendance and participation reports as required.
- Coordinate communication to families and staff regarding co-curricular logistics, including changes, cancellations and event reminders.
- Support the safe and orderly management of students remaining on campus after the formal school day, in conjunction with co-curricular and supervising staff.

Parent Contact Point (3.00pm to 6.00pm)

- Serve as a primary point of parent contact at the Secondary School office between 3.00pm and 6.00pm, providing a welcoming, calm and professional presence for families.
- Welcome and assist visitors during after-school hours, managing registration, departures and inquiries professionally and courteously.
- Respond to parent enquiries by phone, email and in person, providing accurate information or referring matters to appropriate staff.
- Manage late departures and pick-up arrangements, ensuring accurate sign-in and sign-out records.
- Coordinate the safe handover of students to parents, carers and approved third parties.
- Maintain a high standard of presentation in the Secondary School reception area during evening hours.

Principal's Assembly Administration

- Coordinate the administration of Principal's assemblies, including the preparation,

- formatting and distribution of run sheets.
- Prepare and proof-read communications to staff regarding assembly content, timing, expectations and logistical requirements.
- Liaise with the EA to the Principal, the Deputy Principal - Head of Secondary School, the Deans team and presenting staff to confirm assembly contributions and supporting materials.
- Coordinate the preparation of slide presentations and supporting media for assemblies, ensuring presentations are professional, accurate and aligned with the College brand.
- Provide post-assembly follow-up administration, including the distribution of materials, records and award documentation as required.

Blazer Embroidery and Student Awards

- Support the Secondary School blazer embroidery process in consultation with the JPC Retail Centre, ensuring student awards, captaincies and other honours are accurately recorded on student blazers each semester.
- Manage the workflow between students, families, the Retail Centre and the Secondary School, including communications regarding submission timelines, collection arrangements and quality assurance.

General Administration

- Provide general administrative support to the Deans team, including data entry, document preparation, mail-merge and quality control tasks.
- Manage incoming correspondence, communications and tasks promptly and professionally, prioritising deadlines with sound judgment.
- Support internal processes in relation to student attendance, purchase orders, expense reconciliation and resource management as directed.
- Maintain strict confidentiality, exercise discretion and demonstrate consistent sound judgment in all responsibilities.
- Undertake any other administrative tasks as required by the Dean of Administration, the Deputy Principal - Head of Secondary School or the Principal.

Strategic and Collegial Contribution

- Take a proactive role in supporting the development, articulation and implementation of the John Paul College Strategic Vision.
- Espouse and promote the College Values of Mutual Respect, Integrity, Compassion and Excellence.
- Work collegially with the Dean of Administration, other Deans, the Deputy Principal - Head of Secondary School, Heads of Faculty and Heads of Year.
- Promote innovative, appropriate and relevant use of technology in the sharing of information and data.
- Communicate thoroughly and effectively with all stakeholders, ensuring parents have confidence in the College's care and development of their child or children.
- Make themselves available to attend appropriate College functions related to the role.

From time to time, fulfilling these responsibilities may necessitate working additional hours, or attending College events outside of work hours.

This position description is intended to describe the general nature and level of work to be performed. It is not intended to be an exhaustive list of all responsibilities, duties, and skills required. John Paul College reserves the right to amend this position description at any time.

Skills and Abilities

The **Administration Officer - Secondary School** will be able to:

- Demonstrate outstanding interpersonal skills, including a demonstrated ability to consult, negotiate, and build relationships with staff, students and parents, and other stakeholders.
- Demonstrate an understanding of and commitment to the John Paul College Strategic Vision and an ability to translate this into day-to-day practice.
- Demonstrate a proven ability to work collaboratively and energetically.
- Demonstrate a high level of initiative and ability to work proactively, without direct supervision, particularly during after-school hours when senior staff are engaged in co-curricular and meeting commitments.
- Exhibit resilience and flexibility in managing high-pressure, complex and evolving situations, particularly in the parent-facing afternoon and evening environment.
- Possess excellent written and verbal communication skills.
- Possess strong organisational skills that reflect the ability to perform and prioritise multiple tasks seamlessly with excellent attention to detail.
- Demonstrate a high level of discretion and professionalism in handling sensitive and confidential information.
- Demonstrate high skill levels and proficiency in all Microsoft Office applications (Excel, Word, PowerPoint, Outlook, Teams etc.).
- Be able to learn new technical skills and stay current with technology, including SEQTA, Synergetic and other College systems.
- Be able to maintain systems and procedures and establish task priorities to meet deadlines and commitments for compliance.
- Operate as a forward-looking thinker who actively seeks opportunities and proposes solutions and efficiencies.
- Be committed to their own continued self-improvement through professional learning.

Additional requirements

All employees of John Paul College are required to:

- Maintain a degree of flexibility in working hours from time to time as required for the position, including attendance at functions and events early in the morning, in the evening and on weekends.
- Accept that the College reserves the right to modify the position to meet its operating needs
- Assist and relieve in other positions from time to time.
- Demonstrate support for the College's philosophy, policies and procedures and core values.
- Undertake other reasonable and relevant duties within skills, knowledge and capabilities and as directed by the Principal or their representative.
- Support the College's core values and College's Christian Ecumenical ethos.
- This position involves working with children and will be subject to satisfactory employment screening for child-related employment in accordance with the law.

Qualifications

- Certificate III in Business Administration or other relevant Certificate level qualification, or equivalent demonstrated experience is preferred.
- Current First Aid certificate, or ability to obtain one
- Current Blue Card / Positive Notice Working with Children check or ability to obtain one

Experience

- Previous experience in administrative support roles, with demonstrated capacity to manage multiple priorities and maintain high attention to detail.
- Previous experience in a school-based or comparable educational environment is preferred but not essential.
- Experience providing frontline customer service in a fast-paced environment.
- Experience handling confidential or sensitive information with discretion and professionalism.
- A demonstrated commitment to achieving excellence in education.

Selection Criteria

1. Demonstrated administrative experience and excellence

Proven experience in administrative support roles with demonstrated ability to manage multiple tasks, meet deadlines, and maintain high attention to detail in a fast-paced environment.

2. Outstanding interpersonal and communication skills

Exceptional written and verbal communication abilities with demonstrated capacity to build effective relationships with diverse stakeholders, including senior leadership, teaching staff, students and parents.

3. Capacity to work autonomously in a parent-facing environment

Demonstrated capacity to work independently and exercise sound judgment in a parent-facing setting, particularly outside standard administrative hours, with the resilience and discretion required to manage enquiries and emerging situations with calm professionalism.

4. Advanced technical proficiency

High-level competency in Microsoft Office applications (Excel, Word, PowerPoint, Outlook, Teams) with demonstrated ability to learn new systems quickly and stay current with evolving technology platforms, including school management systems such as SEQTA and Synergetic.

5. Strong organisational and prioritisation capabilities

Proven ability to manage competing priorities, work independently with minimal supervision, and demonstrate initiative in problem-solving while maintaining systems and procedures to ensure compliance and meet deadlines across both pedagogical administration and co-curricular contexts.

6. Understanding of educational contexts and collaborative approach

Demonstrated commitment to excellence in education with ability to work collegially within an educational setting, supporting teaching and learning priorities and contributing to co-curricular activities and events.

7. Alignment with John Paul College values and strategic vision

Demonstrated understanding of and commitment to educational values, including Mutual Respect, Integrity, Compassion and Excellence, with ability to translate these values into day-to-day practice while supporting the College's Christian Ecumenical ethos.

Other Award Conditions

- This employment is covered by the Educational Services (Schools) General Staff Award 2020 ('Award') as amended from time to time. The position will be classified under the School Administration Services stream in accordance with the Award.
- This is a term-time plus two (2) weeks appointment, working 36 hours and 40 minutes per week, Monday to Friday between the hours of 10.00am and 6.00pm, with a 40-minute unpaid lunch break. The regular work hours may be adjusted at times to support College operations, particularly during peak co-curricular and reporting periods.
- The salary will be in accordance with the Award at Grade 4, Level 4.
- The position is entitled to annual leave in accordance with the Fair Work Act 2009 (Cth) and the Award, as amended from time to time. As such, this role will be entitled to four (4) weeks annual leave, or such lesser pro-rata amount. Annual leave loading is payable.
- Superannuation contributions will be made in accordance with the Superannuation Guarantee (Administration) Act 1992 (Cth) to a complying superannuation fund of your choice, or to the College's default fund if no nomination is made. The College will contribute superannuation at the rate of 12.75% of your ordinary time earnings, which exceeds the minimum requirement of 12% under the Superannuation Guarantee.
- This role will be provisioned a uniform.