POSITION: Front Office Coordinator

ABOUT NEWMARK PRIMARY - Making education meaningful

At Newmark Primary we equip our children with the practical know-how to contribute to and change their community for the better. So they can make a meaningful mark on today, and tomorrow.

We inspire children to be curious learners, empathetic thinkers and courageous doers through authentic learning grounded in real-life experiences. We immerse children in the world around them, showing them the problems and opportunities in it.

We encourage our children to be bold – to question the status quo, to get stuck in and make their mark. Giving them the emotional strength and practical know-how to find solutions that propel positive change in their communities and beyond.

Visit our website to find out more about our unique approach to education:
https://www.newmark.vic.edu.au/

THE OPPORTUNITY

We are looking for organised, approachable and capable people to join our team at Newmark Primary as Front Office Coordinators.

The Front Office Coordinator plays an important role in the daily life of our school. As a welcoming first point of contact for children, families, staff and visitors, they help create a warm and connected community. They also coordinate the administrative systems and processes that keep the school running smoothly and they are the school's lead First Aid Officer - the person children and staff turn to when someone is unwell or injured.

The role is varied and hands-on, combining community communication, first aid, student administration and general operational support. It will suit someone who enjoys working with people, stays calm under pressure, takes ownership of their responsibilities and can manage competing priorities with care and attention to detail.

We are open to a range of working arrangements and would like to hear what suits you. Our preference is to appoint two people to share the role, for example, one working mornings and one working afternoons, with a handover in the middle of the day, so the front office and first aid are covered across the full day. We would also welcome applications from people looking for two or three full days per week.

THE ROLE

- Job Title: Front Office Coordinator
- Time Fraction: Part-Time, during school hours. Days and hours are flexible (morning or afternoon shifts, or two or three full days per week
- Positions: Up to 2
- Commencement Date: Term 1, 2027

KEY RESPONSIBILITIES

Community communication and liaison

- Welcome children, families and visitors to the school and respond to enquiries in a warm and professional manner.
- Be the first point of contact for prospective families, responding to enrolments enquiries, supporting school tours and open events and working closely with our Admissions Team to manage enquiries and enrolments using our enrolment systems, Enquiry Tracker and Sentral.
- Monitor and manage incoming communications, ensuring enquiries are responded to or directed to the appropriate person in a timely way.
- Develop and use email templates for regular communications.
- Respond to requests and questions from families, children and staff, escalating matters to school leadership or educators when appropriate.
- Support school activities and events, maintaining awareness of upcoming dates and arrangements.

First aid and student health

- Act as the school's lead First Aid Officer, providing first aid and attending to children and staff who require medical support.
- Maintain first aid supplies and ensure they are accessible and replenished.
- Ensure student medical action plans and medications are held on campus, current and accurately recorded.
- Ensure staff have access to relevant information about student medical action plans and medications.
- Maintain accurate first aid and student health records in the school administration system, including records of first aid visits and treatment.
- Coordinate staff first aid training and maintain training records.
- Conduct staff briefings to refresh knowledge of essential first aid requirements and procedures.

Student administration and data management

- Manage daily student attendance records and follow up on absences.
- Maintain the school's student administration system, Sentral, ensuring student and family information is accurate and up to date.

- Support staff to access relevant information in the administration system.
- Organise and prepare data for compliance submissions, including Student Background Data (SBD) and Non Government School Census Collection.
- Maintain relevant student documentation, including immunisation records.

School operations

- Coordinate day-to-day school procedures and systems, such as online lunch orders, recycling and shredding arrangements.
- Manage front office uniform sales and maintain stock.
- Order approved resources and supplies, and restock staff kitchen and office supplies.
- Liaise with service providers to access support as needed.
- Maintain an organised and accessible physical filing system.
- Where the role is shared, provide a clear daily handover so that outstanding tasks, student health matters and family enquiries are followed through.
- Prepare resources for emergency drills and support communication when emergency procedures are initiated.
- Assist with other operational procedures and systems as required.

QUALIFICATIONS, EXPERIENCE AND CAPABILITIES

The successful candidate will demonstrate:

- Experience in an administration or front office role, with the ability to manage a range of responsibilities.
- A warm, approachable manner and the ability to build positive relationships with children, families, staff and visitors.
- Confidence providing first-aid and managing student health needs with the ability to stay calm and use sound judgement in an emergency
- Clear and effective written and verbal communication skills and discretion to handle confidential information appropriately.
- Strong organisational skills, attention to detail and the ability to manage competing priorities.
- A proactive approach to problem-solving and a willingness to take ownership of work.
- Confidence using digital systems, with the ability to learn new platforms quickly, including Google Workspace and school administration systems.
- The ability to work collaboratively, follow established processes and use feedback to improve practice.

The Front Office Coordinator will have the following qualifications and experience:

- Current First Aid qualifications
- Current Working With Children Check

APPLY

Please email your cover letter and resume to careers@newmark.vic.edu.au

In your cover letter, please tell us about yourself, your passions and interests, and what you think you could add to our team. Include examples of:

- Managing administrative systems and records.
- Being the first point of contact for families/clients/customers and visitors, including handling enquiries.
- Providing first aid and responding calmly to health needs or incidents in the workplace.

Please also let us know your availability (which days and hours, and whether you would prefer a morning or afternoon shift, or two to three full days per week) and your salary expectations.

Application due by Friday 13th November 2026