



# Position: Front Office Manager

## ABOUT NEWMARK PRIMARY - Making education meaningful

At Newmark Primary 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.

## THE OPPORTUNITY

We're looking for someone who is an experienced Front Office Manager, and who will thrive being part of an innovative school environment.

Our Front Office Manager holds a key role in our school community. They manage inbound communications, administer first aid to children, collect and record community data, support school admissions and undertake other basic school procedures and duties. Importantly our Front Office Manager is the first face people see when they come to Newmark Primary.

So, if you're a personable and experienced Front Office Manager with an eye for detail, and a passion for innovation in education, this opportunity is for you!

## THE ROLE

- Job Title: Front Office Manager
- Time Fraction: Full-time
- Commencement Date: June, 2023

## KEY RESPONSIBILITIES

Community communication and liaison:

- Welcome and greet children, families and guests to school on arrival
- Monitor, organise and respond to all inbound communications in a timely manner
- Create and use email scripts for regular communications

- Manage inbox (responding to and filing emails) to ensure all emails are responded to promptly
- Respond to the requests and questions of parents/carers, students and staff
- Escalate issues as appropriate to school leadership or educators
- Support school activities and events, and be aware of all upcoming school activities
- Facilitate uniform sales via Front Office (e.g. T-shirts, hats) restocking, as required

#### First Aid:

- Oversee all first aid requirements as the main First Aid Officer
- Attend to all students and staff who require medical support
- Ensure all medical supplies are replenished and available for use
- Ensure all individual actions plans and medications are on campus, in date and recorded
- Ensure all staff have information about students individual action plans and medications
- Organise first aid training for staff, and keep a record of the training
- Ensure documentation and record keeping for first aid is up-to-date (e.g. immunisation certificates) in school administration system
- Record all First Aid visits and treatments on student file in the administration system
- Run staff briefings to refresh knowledge of essential first aid requirements (eg Anaphylaxis knowledge, how to use an epipen)

#### Data Management:

- Manage daily student attendance records and follow up on absences
- Manage the school's student administrative system (PC Schools)
- Ensure all family data is input into the data management system and up-to-date
- Ensure all staff know how to access data from the management system
- Organise all data in preparation for submission to meet compliance requirements

#### General Operations:

- Oversee the implementation of basic procedures and systems (e.g. online lunch orders, recycling/shredding system)
- Place orders for resources and supplies that have been approved by leadership team
- General restocking of staff kitchen and office supplies
- Manage interactions with service providers to access necessary support
- Ensure physical filing system is kept up-to-date and information is easily accessible
- Prepare resources for emergency drills, and raise awareness when the school is initiating emergency procedures
- Plus other operational procedures and systems, as required

## **ADDITIONAL SKILLS and QUALIFICATIONS**

The Front Office Manager will demonstrate capacity to:

- Take ownership of work
- Prioritise efficiently and effectively
- Be proactive and find solutions to problems
- Be detail oriented and capable of maintaining multiple processes and systems
- Communicate clearly, both verbally and in written text
- Manage time and resources to meet deadlines

- Navigate technology and systems effectively i.e. use (or learn quickly) G-Suite, Data Management Systems (eg PC Schools, HubSpot)
- Work collaboratively, using the existing processes and frameworks
- Move rapidly while maintaining high quality performance
- Seek and use feedback to improve performance

The Front Office Manager 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](mailto: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.

Application due Friday 19th May, 2023