ELC ADMINISTRATION ASSISTANT

Position Description

Function

The ELC Administration Officer provides consistent, high-quality administrative support across the St John's and St Peters Campuses Early Learning Centres, acting as the primary administrative point of contact for ELC families and staff. The role centres on enrolments, family liaison, and health/medical compliance — the areas of highest daily and regulatory importance — supported by scheduled administration of stock, policy, calendar and event tasks. The role is designed to bring St Peters up to the standard of administrative support already established at St John's in a realistic, phased way, rather than by adding a full second campus' worth of duties on top of an existing full workload

Tenure

Ongoing

Classification

Grade 3 relative to The Lutheran Schools SA Enterprise Agreement

Conditions

37.5 hours per week, 41 weeks per year (39 school term weeks plus two weeks at the beginning of the school year).
Hours of work will be negotiated.
Flexibility toward work schedules and requirements including being available to work extra or varied hours will be required.

Location

The position will be located at Concordia College St John's Campus ELC, 20 Highgate Street Highgate; and St Peters Campus ELC, 71 Cumming St Blackwood.

Line Management

This position directly reports to the ELC Directors.

Essential Characteristics

Education & Qualification

- Completed secondary school
- Qualification and experience applicable to the role
- Working With Children Check & RRHAN-EC certification
- Provide First Aid accreditation

Knowledge & Experience

- Experience working in a team environment
- Knowledge and experience appropriate to the role
- Familiarity with relevant school policies, guidelines and procedures
- Appropriate knowledge of digital technologies applicable to the role
- Experience in a similar role previously

Personal Qualities

- Demonstrates alignment with the College values:
  - **Integrity** (Our actions align with our words, even when it is difficult.)
  - **Courage** (We embrace challenge and take healthy risks.)
  - **Aspiration** (We strive for continuous growth and improvement.)
  - **Care** (We show respect and kindness to ourselves and others.)
  - **Connection** (We welcome, include and appreciate others)
  - **Grace** (We show humility, gratitude and forgiveness)
- Motivates and influences through exceptional communication and collaboration
- Demonstrates excellent professional judgement, composure and resilience when faced with challenge
- Openness to change and improvement
- Ability to work in a demanding role, including working out of normal hours.
- Projects positivity and displays genuine enthusiasm and optimism.

Lutheran Identity

1. The ELC Administration Assistant

1.1 strengthens the College's ethos through ensuring that human relationships and activities are modelled on its Lutheran identity. In this way, the **ELC Administration Assistant** unites with the community in continually creating Concordia College as a place of service and transformation, within the Lutheran tradition

Positional Responsibilities

2. Reporting Relationships

2.1 Is accountable to the Principals for meeting role responsibilities, agreed goals, appraisal outcomes

2.2 Is accountable to the ELC Directors for day to day operations

2.3 Will work in close collaboration with other Campus Leaders

2.4 Meets all accountability requirements as set down by the College's policies and directives

2.5 Meets the accountability requirements of Concordia College and other state and national legislative bodies, with specific attention to matters of child protection, and Workplace Health & Safety. Concordia College has zero tolerance for child abuse and is committed to providing an environment where children and young people are safe and feel safe, as outlined in the College's Child Protection Policy.

3. Decision Making

3.1 Consults with all relevant stakeholders in decision-making matters, as appropriate, ensuring that the best interests of all are maintained

3.2 Takes direction from the Head of College, the Principals and the ELC Directors.

4. General

4.1 Assists the Head of College in fulfilling the aims and purposes of Concordia College and supports and maintains the philosophy and ethos of the College as summarised in the Mission Statement

4.2 Assists the Head of College in keeping with the ethos, values and traditions of the College

4.3 Has an understanding of, and demonstrates a strong commitment to, the ethos and practice of Lutheran schooling and Christian living

4.4 Accepts the delegated responsibility and authority vested by the Head of College

4.5 Consistently shows support for, and leadership within, school-wide policy initiatives and strategic plans, both within and outside the College

4.6 Understands, leads, promotes and works within the parameters of the College's security, privacy and copyright policies and practices

4.7 Attends meetings and other appropriate committee meetings as directed by the Head of College

4.8 Complies with Legislative requirements and the Lutheran Schools SA Enterprise Agreement

4.9 Is familiar with, leads in, supports and ensures the implementation of WHS policies and practices as appropriate

4.10 Complies with all College policies, including policies introduced or varied after the employment commences

4.11 Performs duties according to the College Workplace Conduct Policy for staff

4.12 Is required to install and use a company approved Two Factor Authentication application on their personal phones to enable access to the College schools ICT systems

4.13 Understands and applies the College's child safe policies and procedures, including identifying and reporting risks, identifying child abuse indicators, disclosures and internal and external reporting obligations

4.14 Leads in and performs tasks and out-of-hours duties to fulfil the responsibilities of the role, and as required

4.15 Leads, promotes and maintains a positive and productive workplace environment

4.16 Understands and applies the College's child safe policies and procedures including identifying and reporting risks, identifying child abuse indicators, management of disclosures and internal and external reporting obligations

4.17 Undertakes other duties as required by the Head of College, the Principals and the ELC Directors.

5. Knowledge & Understanding

5.1 Demonstrate a high level of effective use of Microsoft Office and IT applications in carrying out duties

5.2 Demonstrate accurate, timely and appropriate communication and record keeping skills

5.3 Competently apply role expertise and be well experienced

5.4 Have knowledge of schools and how structures, procedures and expectations impact students

Use of Skills and Problem Solving

5.5 Have interpersonal skills which are professional, positive and effective

5.6 Provide accurate information in response to enquiries and College needs

5.7 Apply solutions to a range of problems

5.8 Analyse, plan and carry out solutions to technical or management requirements

Control, Authority and Decision Making

5.9 Performs tasks within established guidelines and with minimal supervision, whilst recognising the collaborative and team focused nature of the role

5.10 Exercises appropriate independent professional judgement within the scope of the role

5.11 At times, works under direction on specific tasks

5.12 Complies with the College codes, policies and procedures

5.13 Meets deadlines

Judgement

5.14 Determines priorities within the requirements of the role

5.15 Provides accurate information using discretion and judgment

5.16 Consults with the ELC Directors, Principals and relevant stakeholders as appropriate

5.17 Locates, analyses and evaluates and provides accurate information as requested

6. Role Specific - Responsibilities and Accountabilities

Reception, Communication & Family Enquiries

6.1 Manage routine ELC family enquiries and administrative communication across both campuses, responding directly, referring to relevant staff or escalating where appropriate.

6.2 Manage the ELC shared email inbox, responding directly or delegating as appropriate.

6.3 Coordinate with Campus Reception regarding telephone enquiries, messages and referrals to ensure families receive timely and consistent communication.

6.4 Is responsible for ELC-specific administrative enquiries and communication.

Enrolments, Family Liaison & Records

6.5 Maintain the accuracy of enrolment spreadsheets, data and formulas across both campuses, in collaboration with the College Enrolments Team.

6.6 Act as the liaison point between the College Enrolments Team and prospective/enrolled families at both campuses.

6.7 Provide families with information on CCS, uniforms, policies and welcome materials.

6.8 Receive medical, welcome-chat and family report information; share with class/focus teachers and file appropriately.

6.9 Coordinate welcome-chat bookings, transition visits and associated enrolment documentation, in collaboration with the ELC Directors and Enrolments Team.

6.10 Contact families to confirm booked days, coordinate changes, arrange additional days where.

6.11 Set up and maintain FullyBooked family accounts and distribute immunisation statements.

6.12 Administer and communicate the term break care booking details to families.

6.13 Add newly enrolled children to class lists and distribute to relevant staff.

6.14 Maintain daily sign-in, attendance, medical-expiry records, and generate reports via FullyBooked.

6.15 Identify unexplained absences and refer these for follow-up through the agreed attendance process.

6.16 Manage early-enrolment information, communications and documentation via Funnel.

6.17 Maintain student and teacher class information in Synergetic, cross-check class lists in Toddle and reconcile records

6.18 Assist families with CCS and fee-related enquiries.

Health, Medical, Compliance & Safety

6.19 Maintain medical and allergy information and charts for children at both campuses.

6.20 Receive and forward relevant medical information to the designated staff responsible for medical administration.

6.21 Store and manage medication in line with regulatory requirements, including tracking expiries.

6.22 Enter and update staff certificates, qualifications and checks in Synergetic and the Early Childhood Workers Register, as required, including staff certificates and skills spreadsheet

6.23 Liaise with Allied Health practitioners and families to obtain information-sharing authorisations, gather and file compliance documentation.

6.24 For St John's Campus only - Maintain food safety administrative records and coordinate food/beverage orders for afternoon tea, events and food experiences, subject to confirmation of operational responsibilities.

6.25 Act as emergency sentry for the Winchester Street site (St John's Campus).

6.26 Maintain emergency folders, contact lists and relevant emergency documentation.

Stock, Resources & Policy Administration

6.27 Provide limited administrative support for purchasing and ordering processes where specifically agreed with the ELC Director.

6.28 Receive updated policy documents via Centre Support, adapt and prepare policies, maintain the policy index and review dates, coordinate approved document branding, and maintain digital and hard-copy records.

6.29 Support the distribution of approved policies and procedures to relevant ELC staff.

Calendars, Events & Staff Support

6.30 Maintain centre calendars across both campuses, including Allied Health bookings, meetings, staff/child absences, centre events and campus tours.

6.31 Coordinate photo day scheduling and family communication.

6.32 Provide administrative coordination for ELC events and activities, while ELC teachers retain responsibility for educational planning, consent forms and child supervision.

6.33 Coordinate group first aid bookings when required.

6.34 Collate and forward new staff documentation to the People & Culture team.

6.35 Maintain agreed staff administration records and calendars, including staff absence information and training documentation.

6.36 Coordinate and maintain funding-related forms, records and supporting data, including OECD funding documentation, under the oversight of the ELC Director.

7. People & Culture

7.1 Provide feedback and advice to the Principals and/or the ELC Directors to support continuous improvement.

7.2 Contribute meaningfully to meetings with the Principal and the ELC Directors and other staff.

7.3 Foster collaboration by engaging colleagues in initiatives and supporting opportunities for professional growth.

7.4 Ensures our Christian values are visible.

7.5 Demonstrates, expects and communicates behaviours that reflect the values and culture of the College.

7.6 Establishes and maintains high expectations of staff and students.

7.7 Acknowledges successes and encourages collegiate support.

8. Managing Resources

8.1 Support compliance with WHS regulations and inform the ELC Directors of any concerns regarding equipment or facilities.

8.2 Contribute to administrative processes, ensuring requirements and deadlines are met.

Performance Appraisal & Review

1. The ELC Administration Assistant is accountable for and appraised annually on the basis of executing the responsibilities outlined in this duty statement.

2. All roles evolve over time, and the school is regularly committed to reviewing and updating duty statements to ensure they accurately reflect each employee's contribution and the College needs. The ELC Administration Assistant role will be reviewed on a yearly cycle, or more frequently as appropriate.
3. A formal appraisal process will be conducted at end-of-tenure to determine the future of the role and the suitability of the incumbent.

November 2026