

Emmanuel
COLLEGE



Student Services Officer

Employment Package

Permanent Part-Time (Term Time)
Commencing 19 January 2026





VISION

*A caring Christian community
inspiring intelligent, hopeful
engagement with our world*

PURPOSE

Because the world needs people
of good character who pursue truth



Student Services Officer

Offering outstanding culture, conditions and facilities, Emmanuel College is a multi-denominational school, valued by the Gold Coast community for its strong commitment to achieving academic excellence within a framework of thoughtful, intelligent and vibrant Christian faith. We enjoy a reputation as an outstanding school of character and leadership development.

We are looking for a self-motivated and engaged individual to support our Student Services Department.

The successful candidate must hold a current working with children clearance (blue card), First Aid and CPR. Experience in administration, preferable in a school setting, is also required.

This is a permanent part-time position working 4 days per week with a commencement date of 19 January 2026. This role is Term Time only.

Employment Package

We seek candidates who are prepared to commit wholeheartedly to the values and ethos of the College. The selection criteria listed below will be critical to the selection process. Please address these criteria in detail. No more than half a page per criterion. An application without a response to the Selection Criteria will not be considered.

How to Apply

1. **Address the Selection Criteria**, limiting your responses to no more than half a page per criterion.
2. **Complete the online Application Form**
3. **Attach a copy of your resume**
4. **Attach a Cover Letter**, expressing your interest and what you can offer the College

Selection criteria are based on the essential requirements of the position and assess commitment, understanding, attributes, attitudes and values, particularly as they relate to students. They promote fair processes and equal opportunity and set the standards which will be used to measure suitability. These standards will be fair, objective and measurable. See below for the Criteria.

Selection Criteria

Please include examples or scenarios and experiences to prove capacity and skills referred to below:

1. Selection Criteria 01

Proven ability to manage competing priorities while maintaining accuracy in tasks such as attendance management, record keeping, and reception duties.

2. Selection Criteria 02

Ability to work with care, professionalism and pastoral sensitivity when supporting students, families and staff, including managing confidential information appropriately.

3. Selection Criteria 03

A genuine commitment to supporting the Christian ethos of the College and contributing positively to a Christ-centred, service-oriented school community.

The application close date is 5:00pm 9th January, 2026.

Applications will be acknowledged via automated reply. Short-listing is undertaken by members of a selection panel. Only short-listed candidates will be interviewed. The interview will consist of a series of questions, based on determining the capacity of the applicant to undertake the position. Applicants will be given the opportunity to explain and expand upon the information provided in their application. All short-listed applicants will be notified of the outcome of the interview. Copies of qualifications and proof of identity will be required upon appointment.

Remuneration is in line with the Emmanuel College Collective Workplace Agreement. Emmanuel College currently pays *12% superannuation*.

Please direct any enquiries to HR Office, Emmanuel College at hr@emmanuel.qld.edu.au

Position Description

Position Purpose and Overview

The Student Services Officer plays a key role in supporting the daily operations and wellbeing of students within the College. This position provides responsive, student-centred assistance that reflects the College's Christian values, ensuring students feel welcomed, cared for, and supported throughout the school day.

The role is responsible for coordinating front-line student services, including attendance processes, student and parent enquiries, first aid support, and general administrative tasks that contribute to the smooth running of the school. The Student Services Officer serves as a positive and calm presence for students, staff, and families, offering practical help and clear communication.

With a heart for service and a commitment to fostering a safe and nurturing environment, the Student Services Officer works collaboratively with teaching staff, pastoral teams, and school leaders to support student wellbeing, uphold College expectations, and contribute to a Christ-centred learning community.

Accountability & Reporting Lines

This position reports directly to the Finance Manager and ultimately to the Principal.

Occupational Requirements & Qualifications

The successful applicant must:

- Current Working With Children Check (Blue Card)
- Current First Aid and CPR Certification
- Certificate IV in Administration (or similar) preferred but not essential.

Personal Attributes

Every College employee must demonstrate a personal faith and commitment to Jesus Christ and are to be regularly involved with a local Christian Church. Traditional Christian values must be lived out and exhibited daily, showing consistency with our College Statement of Faith.

The successful applicant must:

- Be a regular attendee of a local Christian church.
- Be willing and committed to know the College and support the mission and vision.
- Be committed to the role and fully understand the desired outcomes.
- Have a passion for supporting young people, building positive relationships and contributing to a supportive school culture.
- Have a collaborative, flexible and creative approach to work
- Have a team-oriented approach with a heart for service.

Student Services Officer

Skills & Competencies

- Demonstrated experience in a fast-paced administrative, customer service or student support environment
- Strong communication and interpersonal skills with the ability to engage positively with young people.
- Competency in the use of Microsoft Office products and willingness to become familiar with other software, hardware and technology in common use throughout the College.
- A very high level of organisation and time management skills with the ability to prioritise work
- A very high level of accuracy and attention to detail.
- A commitment to the Christian ethos, values and mission of the College.
- Demonstrate a high level of integrity, confidentiality and professionalism.
- Ability to remain calm, flexible and solutions-focused in a busy environment.

Duties and Responsibilities:

Student Support and Wellbeing

- Provide warm, respectful and pastoral care for the wellbeing of students, recognising and responding to individual needs, in line with the College's Christian values.
- Support student and family enquiries and wellbeing concerns through the school day.
- Assist students who present with emotional or behavioural concerns by referring them to appropriate staff (e.g. Directors of Pastoral Care, Deans of Year, or Counsellors).
- Build rapport with students and families that aligns with the College's pastoral care framework.
- Communicate effectively with parents and caregivers when supporting student wellbeing.
- Provide basic first aid and health support to students in accordance with training and College procedures.

Administrative and Operational Support

- Provide prompt, courteous and efficient customer service to parents, students, staff and visitors
- Respond promptly to enquiries via phone, email or in-person
- Escalate concerns to appropriate staff when required
- Maintain clear communication with pastoral and academic staff regarding emerging student needs or issues.
- Facilitate contact between students and parents
- Provide administrative support to the Senior School Leadership, Pastoral Care teams and Clinic Staff, including assisting with locating students when required.
- Undertake the procurement of stationery and supplies including back-to-school classroom supplies
- Management of SS Digital Noticeboard (DNB) including daily uploads of room changes, notices as requested and weekly 'What's On'
- Ensure all class lists, duty rosters, timetables and bus details are kept up to date and easily accessible.

Student Services Officer

- Be aware of the day-to-day operations of the College and special events, by regularly checking the school calendar, intranet and internal communication channels.
- Receipting student assignments.
- Managing Lost Property
- Proactively evaluate existing processes and systems within Student Services, identifying opportunities for improvement and recommending changes where appropriate to enhance efficiency and effectiveness.

Attendance Management

- Monitor daily student attendance, including roll follow-up, late arrivals, early departures and unexplained absences.
- Record and update attendance data with a very high level of accuracy in the school management system
- Report or escalate any students with attendance concerns.
- Generate attendance reports for relevant staff as requested.
- Communicate with families regarding absences as required.
- Maintain accurate, up-to-date VET attendance

Compliance and Record Keeping

- Create class folders including Evacuation/Emergency rolls, updating with student enrolment and withdrawals.
- Forward to Clinic all medical related communications/medical certificates etc. for receipt and processing and uploading to student profiles as required.
- Maintain accurate and confidential records in accordance with privacy legislation
- Preparation of paperwork and support of risk management processes for student activities, camps and excursions.
- Play an active role in the emergency evacuation process.

Development – Professional and Other

- Work collaboratively with colleagues to share expertise and contribute to faculty goals.
- Participate in required staff meetings, training, and compliance activities.
- Comply with all College policies and procedures
- Demonstrate a commitment to ongoing personal growth and professional development, including in information technology, by diligently undertaking courses and learning opportunities provided or required by the College, as well as through personal initiative.

Student Services Officer

Other Responsibilities

- Attend Principal's Briefings
- Maintain strict confidentiality of school matters
- Be aware of and adhere to the requirements of the Child Protection Policy, College Work Health & Safety and other College policies and procedures.
- Perform all other reasonable duties in line with this role as directed from time to time.

Child Protection

The College supports the rights of children and young people and is committed to the safety, welfare and wellbeing of students. We expect all staff and volunteers to share this commitment by:

- Being informed of their responsibilities in relation to child protection including, but not limited to, all Child Protection training and being familiar with the Child Protection Code of Conduct
- Adhering to all legislative requirements and related College Policies
- Immediately reporting any suspicions of inappropriate, unlawful or unusual behaviour of students, colleagues or visitors to the College
- Be diligent and punctual to ensure the Student Services Office is appropriately staffed at all times.

Work Health and Safety

To comply with WHS legislation, all employees are responsible for the safety of themselves, students, visitors, volunteers and colleagues by being proactive in their duty of care. This includes, but is not limited to:

- Carrying out work practices in accordance with current WHS standard
- Complying with and being supportive of all WHS requirements and initiatives as published on Schoolbox
- Following all safety procedures and instructions
- Identifying and reporting any hazards or safety issues to the College WHS Officer or designated representative
- Reporting all accidents and incidents involving students
- Completing and submitting risk assessments as required
- Ensuring that no equipment, materials, appliances or chemicals are brought to the College which do not meet the required safety standards, including being tested and tagged and included in the relevant register
- Ensuring that no third-party workers, contractors or volunteers are engaged without having notified the WHS officer and ensured the completion of all required checks and documentation
- Undertaking all WHS training as required.

The Duties and Responsibilities are as the position is envisaged at the time of appointment.

The College reserves the right to alter emphases and balances from time to time depending on circumstances.

Student Services Officer

Information Collection Process

In applying for this position, you will be providing Emmanuel College with personal information. If you provide us with personal information, for example your name and address or information contained on your resume, we will collect the information to assess your application. You agree that we may store this information for up to six months. The College may hold the personal information provided by you in paper copy and/or digitally.

Safeguards are in place by way of locked storage and pass-worded access to computer records to prevent loss, unauthorised access, modification, misuse or disclosure. You may seek access to your personal information that we hold about you if your application is unsuccessful. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others. We will not disclose this information to a third party without your consent.

If you provide us with the personal information of others, we encourage you to inform them that you are disclosing that information to the School and why, that they can access that information if they wish, that the School does not usually disclose the information to third parties and that we may store their information for up to twelve weeks. The College is entitled to believe that all information provided or implied in an application for employment is accurate, genuine and not misleading. Qualifications declared or implied are expected to be genuine and must be supported by documentary evidence. Subsequent discovery of any fraudulent dealing, or intention to mislead, during the application or appointment process will provide sufficient grounds for immediate termination of contract, regardless of when that discovery may occur.

We wish you all the best with your application.

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