## Position Description

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Administration &amp; Process Improvement Manager</th>
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<tbody>
<tr>
<td>Work Area</td>
<td>Administration</td>
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<tr>
<td>Primary Campus</td>
<td>Sturt Street</td>
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<tr>
<td>Classification</td>
<td></td>
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<tr>
<td>Employment Type</td>
<td>Full time</td>
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### Purpose of position
The Administration & Process Improvement Manager provides leadership and direction to ensure the school operates in an efficient and effective manner in its day-to-day administrative operations.

In this role, the Administration & Process Improvement Manager is responsible for the Central Administration office, Reception and school offices at both the Sturt Street and Mair Street campuses. The role is also responsible for driving and implementing process improvement within the Administration department and in other areas of the school.

The Administration & Process Improvement Manager works closely with the Deputy Principal, the Communications team, Human Resources, Risk and other members of the Senior Staff team on a day-to-day basis.

### Position environment
The Administration & Process Improvement Manager operates under direction of the Human Resources Manager and interacts with all areas and levels of staff within Clarendon and relevant external parties.

The position entails significant responsibility and requires the Administration & Process Improvement Manager to act with initiative, discretion and confidentiality.

### Reporting relationships
The position reports to the Human Resources Manager.

Administration staff in Central Administration, School Offices (Junior, Middle, Senior and Performing Arts Centre) and Reception report to the Head of Administration & Process Improvement.
**Principal Accountabilities**

- Ensure that Clarendon has effective and efficient administration services in place to support the entire school including management, Senior Staff, Communications team, teachers and other staff as required;
- Build strong, positive, robust and mutually beneficial relationships with key Senior Staff and the wider school community;
- Lead process improvement initiatives in the Administration department to deliver efficiencies and benefits for the school;
- Present findings and recommendations to stakeholders and decision makers with confidence;
- Challenge stakeholders to maximise opportunities from process improvement initiatives;
- Develop and promote a continuous improvement culture across the school;
- Identify process improvement opportunities and manage improvement requests from the school;
- Coach and support the Administration team in the use of process improvement methodologies and tools;
- Document and monitor business processes, metrics and standard operating procedures as a result of improvement initiatives;
- Provide a high level of customer service to internal and external stakeholders; and
- Promote workplace safety, equity and diversity in the workplace and act in accordance with Clarendon’s values and behaviours.

**Main Duties**

**General Administration**

- Plan and manage the flow of work through Central Administration and school offices, including the Junior, Middle and Senior Schools and the Performing Arts Centre;
- Set work goals for, and manage performance of, administration staff;
- Maintain smooth running of school administration and reception areas through effective coordination of staff and resources;
- Ensure students and parents are assisted as required in an appropriate manner, ensuring that a strict level of confidentiality is maintained;
- Ensure confidentiality of all records and data managed by the Administration department;
- Manage Clarendon events including, but not limited, to Presentation Nights, Valedictory Dinner, Student /Parent/Teacher Interviews, Enrolments, Orientation, examinations and testing;
- Work with Heads of School and others to provide appropriate communications to students and parents;
- Develop, publish and maintain the Calendiary in conjunction with senior staff;
- Coordinate and assist with the preparation of student reports and other documentation;
- Coordinate bus bookings and the supply of buses and drivers;
- Provide efficient printing, copying and binding services for teaching and other staff;
• Provide stationary supplies, including photocopying paper, through the Book Room;
• Generate and coordinate handbooks and the distribution of certificates including Graduation Certificates, Academic Awards, School Colours and Distinctions;
• Maintain accurate and up-to-date student files;
• Maintain accurate and timely student and other records on Synergetic; and
• Maintain and update administration operating procedures and identify and implement new and efficient ways of completing administrative functions.

**Support for the Deputy Principal**
• Speak daily with the Deputy Principal to identify support requirements;
• Provide administrative assistance for NAPLAN and ICAS testing and similar activities within the School;
• Maintain See RED and other teaching documentation and distribute to teachers as required; and
• Assist with the coordination of office allocations, pigeon holes and reference materials.

**Support for Communications**
• Work with the Communications team to coordinate the preparation and publication of communications to students and parents by email, internet, mail, social media and other means;
• Assist, where required, with production of publications and the planning and running of events; and
• Provide administrative support as required.

**Process Improvement**
• Initiate, scope and manage the delivery of projects for identified process improvements;
• Proactively identify, scope and prepare business cases for opportunities to improve processes, in conjunction with process owners/managers;
• Develop metrics and report process performance data against accepted standards and KPIs;
• Identify benefits realisation targets and ensure these are achieved on each project;
• Maintain regular reporting to key stakeholders regarding each process improvement.

**Project Management**
• Define, scope, plan and manage project delivery pertaining to process improvements;
• Manage business process improvement projects to an agreed project plan;
• Ensure risks and roadblocks are identified and communicated in a timely fashion;
• Work collaboratively across the school to resolve complex issues and avoid risks to process improvement projects;
• Ensure stakeholders are kept informed across relevant project activities;
• Ensure effective implementation and operational handover of all process improvements to the Administration (or applicable) team;
• Communicate effectively with impacted staff and stakeholders; and
• Manage required change in coordination with applicable managers.
### Leadership
- Provide direction, empower, motivate and develop others in order to assist in achieving process improvement goals;
- Champion strategic end-to-end process initiatives within the Administration Department and across the school;
- Develop a partnership approach to working with key stakeholders;
- Assist with facilitating team sessions, to encourage understanding and input into proposed changes; and
- Establish and proactively manage all internal relationships.

### Customer Service
- Ensure that customers receive advice that best achieves the most positive and productive process improvement; and
- Act consistently and fairly with customers, focusing on resolving issues and roadblocks with an outwardly customer-focused attitude.

### Child Safety
**Staff are expected to, at all times,**
- Treat all members of the College community with dignity and respect;
- Work within the limits of their professional expertise;
- Maintain professional objectivity in their relationships with students;
- Maintain a professional relationship with the students of Ballarat Clarendon College, whether at school or not;
- Embrace their professional, legal and moral obligation to report concerns relating to student safety and wellbeing;
- Work collaboratively with others;
- Seek to communicate in an effective, genuine and constructive manner; and
- Respect and promote diversity within the College community.

### General
- Conform with, and uphold all policies and procedures, of Ballarat Clarendon College and take all reasonable care to ensure that any actions or omissions do not affect the health and safety of others in the College.
- Apply the basic knowledge expected of a professional position with respect to the principles of anti-discrimination and equal opportunity legislation and how they would apply in a workplace. Be able to describe the principles of equal opportunity and valuing diversity.

### Special requirements
- The position is expected to work at all Clarendon campuses as necessary;
- Some out-of-hours work will be required.

### Key Selection Criteria
**Skills, Qualifications and Desired Attributes**
- Tertiary business qualification or qualification in process improvement is highly desired;
- Prior experience in a Management Position or a Senior Administrative position (where you have managed staff);
Proven ability to effectively lead and manage a team;
Demonstrated experience leading and implementing process improvement and change methodologies;
Strong knowledge of all MS office products and their applications;
Proven ability to establish and maintain positive organisational relationships;
Ability to work harmoniously in a team environment and to promote a team approach to work practices;
Extremely high commitment to confidentiality;
Proven experience managing multiple stakeholders and strong customer service focus;
Strong problem solving skills;
Process mindset;
Excellent communication and organisational skills;
Self-motivated and ability to show initiative to solve problems while dealing with conflicting priorities;
Ability to be flexible with regard to working hours and tasks;
Maintain a high attention to detail while working under pressure; and
Ability to deal with difficult situations/issues in a calm and professional manner.

Communication
- Ability to use an extensive range of persuasion and influencing techniques;
- Ability to analyse, interpret and disseminate information in a manner that is suitable for all staff.

Working Collaboratively
- Ability to facilitate multi-disciplinary groups to reach conclusions by working collaboratively and influencing appropriately;
- Ability to recognise and utilise the strengths of individuals in cooperative team settings.

Managing Change
- Ensure clear communication of change and the reasons behind the change; and
- Positively and confidently, communicate changes to employees and provide support to ensure smooth implementation of change.

Focus on Results
- Ability to challenge the status quo to deliver agreed goals; and
- Ability to promote an overall improvement and results focus that meets customer needs.

Problem Solving
- Demonstrated ability to break multi-dimensional problems or processes into component parts to help identify a range of solutions; and
- Ability to ensure problems are managed at the appropriate level and ensure involvement of stakeholders and customers in joint problem solving.