

Position Title:	Office Manager (Family Engagement Team)
Report to:	Executive Principal
Directly Report to:	Chief Experience Officer
Collaborate with:	Director of Strategic Communications, Teaching Staff and Family Engagement
Award:	NSW Christian Schools General Staff Multi-Enterprise Agreement 2020-2023
Role Description:	The Office Manager is a key role at the heart of the school community. As part of the Family Engagement Team, which is the hub of the school, this position sets and maintains the highest standards of service for students, staff, families, and stakeholders. More than overseeing administration, the Office Manager leads change management and continuous improvement initiatives, embodies a Christ-like values of excellence and care, and ensures the school office operates with professionalism and hospitality. The Office Manager role is underpinned by Danny Meyer's philosophy of enlightened hospitality, which places people and relationships at the centre of every interaction, ensuring all stakeholders feel valued, respected, and cared for. This role requires agility, flexibility, attention to detail, and experience leading a team, combined with a heart for people, high emotional intelligence, and an excellence mindset. Working in collaboration with the Director of Strategic Communications and the Chief Experience Officer, the Office Manager will elevate customer touchpoints, strengthen internal and external communications, and enhance the overall experience of the school community.
School Overview:	<i>Pioneering the Future of Education:</i> At Hunter Christian School, we're not just educating students; we're shaping the future of learning. We're embarking on an exciting journey to revolutionise education, and we want you to be part of it. <i>Unparalleled Professional Development:</i> Imagine enhancing your teaching skills with guidance from world-renowned experts. At HCS, you'll have the opportunity to grow through training with Harvard neuroscientists, gaining cutting-edge insights into how the brain learns. This knowledge will empower you to create more effective, engaging learning experiences for your students. <i>Leadership for All:</i> We believe every staff member has leadership potential. That's why we've established a Staff Leadership Academy open to all. Here, you'll develop crucial skills in communication, emotional intelligence, and strategic thinking, preparing you for future leadership roles within education and beyond. <i>A Community of Rich Learning:</i> At HCS, we're committed to fostering a genuine Christian community where rich learning thrives. Our Christ-centred approach ensures that every student is known, seen, and supported on their educational journey. You'll be part of a passionate team dedicated to igniting a life of purpose for each child. <i>Pioneering a New Approach:</i> We're developing an innovative approach to education that will set new standards in the field. You'll have the opportunity to contribute to this groundbreaking initiative, shaping the future of learning for generations to come.

Join Us on This Journey: Together, we can create an educational experience that truly prepares students for the challenges and opportunities of tomorrow and transform lives and shape the future of education.

Essential Duties and Responsibilities, including duties as required by the Executive Principal

1. Leadership and Project Management

- Champion and embody Christ-like values and culture of hospitality, service excellence, explicitly guided by Danny Meyer's philosophy of enlightened hospitality, where people and relationships are at the centre of every interaction, ensuring all stakeholders feel valued, respected, and cared for.
- Lead the office team with vision, clarity, and accountability, ensuring high performance and a culture of excellence.
- Drive strategic projects and change initiatives, embedding new systems, software, and processes across the school.
- Own the delivery of continuous improvement initiatives, ensuring outcomes are measurable and aligned to school priorities.
- Facilitate collaboration across departments, ensuring projects are implemented smoothly and stakeholders are engaged.
- Develop and monitor project plans, ensuring milestones and deliverables are achieved on time.
- Model resilience, adaptability, and agility in a fast-paced school environment, setting a standard for others to follow.
- Evaluate and report on the effectiveness of office and school-wide projects, recommending improvements.
- Lead and contribute to the Christian ethos of the school through devotions and spiritual formation.

2. Strategic Operations & Administration

- Oversee and direct all aspects of school office operations, ensuring efficiency, compliance, and continuous improvement.
- Monitor, review, and update office processes and procedures to maintain best practice and alignment with school policies.
- Lead change management and project initiatives, ensuring new systems and improvements are successfully embedded.
- Implement and oversee software systems that support office operations and school-wide administration.
- Collaborate with the Director of Strategic Communications to oversee internal and external communications.
- Partner with the Chief Experience Officer to elevate all customer touchpoints, ensuring consistency, quality, and care in every interaction.
- Act as the central point of contact for internal and external enquiries, confidently managing phone calls, emails, and visitors.
- Direct and provide high-quality administration support for staff, including bus bookings, proofreading certificates, preparing documentation, exams, and supporting VET programs.
- Oversee the production, review, and distribution of student reports in collaboration with the Director of Education Strategy.
- Manage and maintain the school database with accurate records, audits, and document uploads.
- Supervise and monitor designated finance-related inboxes to ensure timely and effective follow-up.
- Oversee and manage purchase requisitions, the purchase ordering system ensuring approved staff orders are actioned efficiently.

	- Engage and liaise with families regarding fees and debtor follow-ups, and collaborate with suppliers to resolve invoices. - Oversee and uphold the presentation and functionality of the office and foyer, ensuring a professional, welcoming environment. - Project manage and facilitate school and staff events, including assemblies, carnivals, immunisations, graduations, staff functions, and parent-teacher interviews. - Uphold and protect confidentiality in handling sensitive matters with discretion and professionalism. - Support and collaborate with the Strategic Leadership Team, while providing guidance and assistance to other administration staff to ensure consistency and excellence in operations. - Undertake and oversee additional responsibilities as delegated by the Chief Experience Officer or Executive Principal, demonstrating flexibility, initiative, and accountability.
3. Health, Safety and First Aid	- Oversee and manage the provision of first aid procedures in line with Government guidelines and best practice, ensuring effective systems, resources, and training are in place. - Lead and coordinate the delivery of first aid across the school, including supervision of the sick bay, triage, treatment, and administration of medication. - Ensure and maintain accurate, up-to-date medical care plans (allergies, asthma, ongoing medical needs) within the school database for staff access. - Oversee and provision first aid kits (including excursion kits), ensuring they are fully stocked, compliant, and available at all times. - Supervise and monitor the care of unwell or injured students, ensuring parents are contacted promptly and all incidents are recorded accurately in the school database. - Escalate and report serious incidents or injuries to the Executive Principal, Assistant Principal, and Chief Experience Officer promptly. - Record all accidents, injuries, and treatments in the school database, and notify senior staff of any serious incidents.
4. Communication & Engagement	- Direct and review the preparation of correspondence across all channels (letters, emails, SMS, parent portal). - Collaborate with the Director of Strategic Communication to ensure messaging is consistent, timely, and strategic.
5. Professional Growth & Continuous Improvement	- Facilitate continuous improvement plans, ensuring operational systems and processes remain current and effective. - Identify and lead opportunities for innovation in administration, customer experience, and communication. - Develop and implement a personal professional development plan, aligned with school priorities. - Use project management skills to deliver key initiatives on time and with measurable impact. - Build and maintain high emotional intelligence in interactions, fostering a culture of trust and collaboration.
6. Organisational and Professional Competencies	- Proven leadership experience with ability to manage and inspire a team. - Exceptional customer service mindset with a demonstrated commitment to excellence.

	- Strong project management skills, including planning, implementation, and review. - Financial and administrative literacy, with competence in database and reporting systems. - High-level organisational skills, with agility to adapt to changing priorities. - Excellent written and verbal communication skills, with influence across diverse audiences. - High emotional intelligence and relational capability, with discretion and confidentiality. - First aid qualification with confidence in health and safety responsibilities. - Commitment to the Christian ethos of the school.
Attributes	
	- Committed Christian actively involved in evangelical Church - Committed to engaging in the education of the whole child: socially, emotionally, spiritually, and academically - Committed to lifelong learning - High level interpersonal and communications skills - Ensure the school is child safe and current WWCC is provided - Relevant qualifications and experience would be desirable