



Business Group
Y Schools Queensland



Classification
Y Schools Queensland
Enterprise Agreement 2024,
Classification (enter here)



Employment Type
PPT, PFT, Fixed term, Cas



Child Facing Role

Yes ☒

No ☐

Screening Requirements

All Y Queensland employees must have a:

- Blue Card
- National Police Check

Role specific requirements:

- First Aid and CPR

Reports to:

Head of School/Campus (for
day-to-day campus operations)
Functionally supported & led by:

Business Services Regional
Team Lead (for all
administration-specific
functions, training, and
compliance)

Supervises:

N/A

Position Description

School Administrator

Role Purpose

The School Administrator position is campus-based and responsible for providing high-level reception, administrative, financial and secretarial support to Y Schools Queensland at the designated campus and may assist at other campuses (as required). This role delivers administration services in accordance with organisational policies, procedures, and standards.

This position works closely with the school and other support staff, taking day-to-day operational direction from the relevant Head of School/Campus, and functional leadership, training, and compliance oversight from the Business Services Regional Team Lead, under the strategic direction of the Business Services Manager.

Your Key Responsibilities

Typical role responsibilities include, but are not limited to:

1. Administration and Reception

1.1 Provide high-quality reception and administrative support, including managing enquiries, appointments, correspondence, and maintaining accurate student, visitor, and school records in line with policies and legislative requirements.

1.2 Coordinate end-to-end enrolment, onboarding, and exit processes, ensuring all documentation, approvals, and system updates are completed accurately and within required timeframes

1.3 Oversee the presentation of reception areas and ensure all visitors, staff, and students are welcomed and managed in accordance with safeguarding and security procedures.

1.4 Support campus operations through effective record management, meeting documentation, correspondence preparation, and adherence to WHS and compliance requirements.

1.5 Maintain and update electronic and paper-based systems to ensure accurate, secure, and accessible records.

1.6 Take ownership of the accuracy, integrity, and completeness of student data, ensuring all records meet compliance, audit, and funding requirements.

1.7 Maintain high levels of accuracy and efficiency in all school systems, ensuring data is entered in real time, aligned with processes, and supports reporting, compliance, and student tracking.

1.8 Effectively prioritise competing administrative demands in a fast-paced environment, ensuring critical compliance, student, and operational tasks are completed within required timeframes.

1.9 Contribute to a welcoming, professional, and inclusive campus environment, acting as the first point of contact and setting the tone for all visitors and stakeholders.

2. Accounts and Finance

2.1 Support campus financial administration, including accounts payable, receipting, banking, reconciliations, invoicing, and credit card management in line with organisational policies.

2.2 Accurately enter and maintain financial data, registers, and related documentation to support timely and compliant financial processes.

2.3 Financial tasks are completed in line with organisational procedures and under the guidance of the Business Services Regional Team Lead.”

3. Collaboration and Customer Service

3.1 Provide responsive, professional, and respectful communication with internal and external stakeholders, including parents/carers, students, and community members.

3.2 Collaborate with school and administrative teams to develop, implement, and review policies, procedures, and continuous improvement initiatives.

3.3 Contribute to meetings, training, events, and projects as required, including occasional support at other campuses or programs.

3.4 Assist in managing customer feedback, concerns, and complaints, ensuring timely resolution or escalation.

Safeguarding Children Requirements

The status for your position as either child-facing or non-child-facing is outlined on page one of your position descriptions. The YMCA has requirements for both child-facing and non-child-facing roles, which are indicated below.

Safeguarding Children - Child-Facing Roles

- Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people.
- Act as an extended guardian towards children and young people where you have interactions and always take reasonable steps to prevent abuse and neglect.
- Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct.

- Update your details whenever these changes, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures.

General Requirements

- Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace.
- Comply with all Policies and procedures
- Maintain confidentiality of all YMCA information, records, and files.
- Complete the YMCA Induction and other required training as required by organisational policy and procedures.
- Uphold, promote, and comply with the policies, mission, and values of the YMCA.
- Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

WHS Responsibilities for All Employees / Volunteers

- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
 - Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements.
 - Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA.
 - Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures.
 - Wear appropriate clothing, footwear and protective equipment for the work performed and work environment.
 - Properly use equipment, including any relevant safety equipment or devices.
 - Participate in discussions and consultation on the management and resolution of WHS risks.
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- Accurately complete all required WHS documentation relevant to position and work activities being undertaken.
 - Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff.
 - Make suggestions for improvements to health and safety practices within the workplace.
 - Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others.
 - Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

- Walking / standing – Frequent
- Sitting – Constant
- Driving - Occasional
- Squatting/ bending/kneeling – Occasional
- Working outdoors – Occasional
- Fine motor skills (keying, typing) – Constant
- Gross motor skills (e.g. setting up, packing up) – Occasional
- Lifting/carrying up to 10kg – Occasional to Frequent

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

Qualifications, Licenses and Professional Registrations:

- Blue Card
- National Police Check
- CPR & First Aid

Your Key Capabilities in Relation to Position

- Minimum education level of certificate III in Business or similar field and/or equivalent experience in a similar role.
 - Ability to perform a range of administrative duties with the ability to prioritise competing work tasks and meet set deadlines.
 - Demonstrated ability to enter data accurately and completely into systems and files.
 - Be able to work with minimal supervision and as part of a team.
 - Strong attention to detail and exceptional organisational skills.
 - Excellent interpersonal, customer service and communication skills.
 - Demonstrated high level of competence in the use of computers and application software packages including Microsoft Office Suite skills (Word, Excel, Outlook, PowerPoint).
 - First Aid and CPR qualification or willingness to obtain.
 - Possess or willingness to obtain a Blue Card and a national criminal history check.
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- Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

- Previous experience working in or knowledge of the not-for-profit or education sector.