POSITION DESCRIPTION
ACADEMIC OPERATIONS & ADMINISTRATION ASSISTANT

THE COLLEGE

St Patrick's College Townsville is a Catholic and Independent Secondary Girls' College with a proud tradition of excellence in the education of young women. Responsibility for the governance of the College rests with a Governance Board of Directors and with Mercy Partners, a canonical body which governs Mercy ministries in Queensland. Located on The Strand in Townsville, we endeavour to nurture our students, who are both boarders and day girls, in becoming women of independent spirit and compassion, within an environment that promotes excellence, creativity and leadership.

OUR VISION

St Patrick's College Townsville ignites a passion for knowledge, wonder and curiosity, empowering all to be courageous and compassionate.

GENERAL INFORMATION

Position Information

Position Title	Academic Operations and Administration Assistant
Classification	Level 4
Status	Continuing
Employment Type	Term-Time
Agreement	Catholic Employers Single Enterprise Collective Agreement Religious Institute Schools Queensland 2023-2026
Team/Department	Academic Operations
Reports to	Dean of Academic Operations

Employment Information

Employer	St Patrick's College Townsville
Location	45 The Strand, North Ward Qld 4810

Further Information

For further information about the role, please contact hr@stpatscollege.qld.edu.au

PURPOSE

This role supports the daily operations of academic administration, ensuring efficient scheduling, assessment coordination, and communication across academic departments. It involves managing timetable systems, supporting examination logistics, and providing administrative assistance to the Dean of Academic Operations.

QUALIFICATIONS/REQUIREMENTS OF THE ROLE

Requirements of the Role

- Current Queensland Working with Children Clearance (Blue Card).
- Strong organisational and communication skills
- Proficiency in academic systems and digital technologies
- Ability to manage tasks efficiently and support workflow
- Proven ability to work independently and collaboratively within a team to meet deadlines and support operations.

Preferred Qualifications of the Role

- Relevant qualification in administration, education, or a related field
- Experience in an education setting supporting academic operations
- First Aid & CPR Certificate (or willingness to obtain).

FACTORS OF THE ROLE

Knowledge Application

- Applies practical and procedural knowledge across a technical or specialist area, particularly in academic scheduling and assessment coordination.
- Demonstrates sound understanding of relevant statutory, regulatory and policy frameworks (e.g., QCAA, ACER, NAPLAN) to support compliance and reporting.
- Leverages organisational and procedural knowledge to manage academic operations systems such as TASS and Timetabler.

Accountability

- Accountable for planning and prioritising own work to meet daily and weekly academic operational needs, including supervision allocations and exam logistics.
- Responsible for the accuracy and timeliness of communications and documentation related to assessment calendars, testing, and staff notices.
- Identifies and manages risks that affect daily academic operations, such as room changes and staff absences.
- Contributes to team outcomes by supporting the Dean of Academic Operations and Heads of Faculty with reliable administrative processes.
- Maintains centralised and secure examination repositories and ensures alignment with College-wide quality assurance standards for assessment integrity.

Scope and Complexity

- Work is moderately complex and relates to a range of activities including scheduling, assessment mapping, and exam coordination.
- Applies well established principles and procedures to manage tasks that require interpretation and judgement, such as room reallocations and staff coverage.
- Responds to both familiar and unfamiliar circumstances using past experience and available guidelines.
- Exercises discretion in selecting appropriate actions when managing competing demands or unexpected changes in academic schedules, liaising with the Dean of Academic Operations, as needed.

Guidance

- Works under general supervision within established procedures and practices, with autonomy in managing specific academic tasks.
- Exercises initiative in applying systems and procedures, particularly in the use of timetable software and academic databases.
- Interprets and applies precedents and guidelines to manage tasks such as exam scheduling and assessment calendar development.
- Seeks guidance for complex or unfamiliar issues while independently managing routine academic operations.
- Completed work is evaluated for accuracy and compliance with policy, particularly in relation to student records and assessment documentation.

Decision Making

- Makes day-to-day decisions regarding supervision allocations, room changes, and communication of academic notices.
- Applies judgement in managing competing priorities, such as balancing staff availability with timetable constraints.
- Determines appropriate actions for scheduling and coordinating exam blocks, including resource optimisation and contingency planning in collaboration with Dean of Academic Operations.
- Supports decision-making processes of academic leaders by providing timely and accurate administrative input.

Problem Solving

- Resolves recurring problems using documented precedents and organisational guidelines, procedures and/or instructions, which may require interpretation and application of judgement.
- Applies structured solutions to broadly similar past problems, particularly in scheduling, assessment coordination and exam logistics.
- Addresses unfamiliar circumstances by applying initiative and seeking appropriate guidance where necessary.
- Interprets guidance material to resolve issues that do not have clear precedents, seeking clarification as required.
- Contributes to continuous improvement by identifying operational inefficiencies and proposing practical solutions.

Contacts and Relationships

- Maintains professional relationships with internal and external stakeholders to support the coordination of academic operations.
- Communicates effectively with academic staff, leadership, and external bodies to ensure accurate and timely information exchange.
- Collaborates with colleagues to achieve shared outcomes, requiring respectful and cooperative engagement.
- Interacts with casual staff and students in a manner that supports the College's values and operational goals.
- Contributes to a positive team environment through consistent and constructive communication.

Negotiation and Cooperation

- Liaises with staff to coordinate competing priorities such as exam blocks, assessment calendars and supervision schedules.
- Promotes cooperation and efficiency by facilitating collaborative problem-solving across academic departments.
- Negotiates operational adjustments in response to changing circumstances, ensuring continuity of service.
- Supports team-based decision making by contributing relevant information and insights.
- Fosters mutual support and shared responsibility within the Academic Operations team.

Management Responsibility/Resource Accountability

- Holds no direct supervisory responsibility.
- Supports the coordination of academic calendars, assessment maps, and testing logistics, with attention to accuracy and compliance requirements.
- Maintains secure repositories for student records and assessment documentation, ensuring data integrity.
- Coordinates resources such as supervision schedules and casual staff allocations to meet operational needs.
- Supports quality assurance processes by monitoring and updating academic systems in line with policy requirements.

TYPICAL DUTIES

The typical duties of the role may include:

- Allocate daily teacher supervisions using timetable software
- Organise casual supply staff and prepare support materials
- Distribute daily notices and manage room changes
- Assist in scheduling and preparation of examination blocks
- Maintain assessment maps and calendars
- Provide administrative support for QCAA and ACER testing
- Assist in quality assurance of student records and feedback
- Perform any other duties as directed by the Dean of Academic Operations or College Leadership, within the scope of the role.

*For a comprehensive overview of the operational responsibilities associated with this role, refer to **Duties Statement** attached to this Position Description.*

GENERAL EXPECTATIONS OF STAFF OF THE COLLEGE

- To support and contribute to the Strategic Plan and Mission of the College: to promote fullness of life and nurture excellence in learning for all young women in a joyful environment.
- To dress, act and communicate in a professional manner that upholds the reputation of St Patrick's College Townsville.
- To encourage and develop within students a love for learning.
- To adhere to the Work Health & Safety and Risk Management practices of the College.
- To seek opportunities for professional development within identified areas of strategic focus within the College, including the on-going development of ICT skills.
- To maintain confidentiality and not denigrate the College in any way within the community.
- To undertake any duties and requirements as outlined by the Principal, within the professional scope of a Teacher Aide role in the College.

DUTIES AND EMPLOYMENT CONDITIONS

All staff at St Patrick's College Townsville are employed under Catholic Employers Single Enterprise Collective Agreement Religious Institute Schools Queensland 2023-2026, which provides information in relation to levels of remuneration, leave, expected duties and work practices.

ST PATRICK'S COLLEGE TOWNSVILLE – COMMITMENT TO CHILD SAFETY

St Patrick's College Townsville is committed to child safety. As educators, we strive to provide a safe, happy, and empowering environment that builds confidence, resilience, and self-esteem. We foster respectful and caring relationships between staff and students, ensuring positive interactions that contribute to the overall wellbeing of every child.

We support and respect every child, as well as our staff and volunteers, and we are committed to their safety, participation, and empowerment. The College has a zero-tolerance approach to child abuse. All allegations and safety concerns are treated with the utmost seriousness and addressed in line with our regularly reviewed policies and procedures, which are available on our website. We recognise our legal and moral obligations to notify the appropriate authorities when concerns for a child's safety arise, and we provide clear processes for students, families, and staff to raise concerns or offer feedback.

St Patrick's College Townsville is dedicated to preventing child abuse and identifying risks early in order to remove or reduce them. We work proactively with student and parent stakeholders, delivering educational programs which ensure risk and rights consciousness. We maintain robust human resources and recruitment practices for all staff and volunteers, and we are committed to providing regular training and education to our community on child safety and abuse prevention.

We are committed to ensuring that Aboriginal and Torres Strait Islander students in our care are supported to maintain their cultural identity and connections with family and community. We also uphold the cultural safety of children from culturally and linguistically diverse backgrounds, and we are dedicated to providing an inclusive and safe environment for children with disability.

Through strong policies, procedures, and training, our leadership team, staff, and volunteers are equipped to uphold these commitments and ensure the safety and wellbeing of all children in our care.

The College reserves the right to alter roles and responsibilities at any point in time.

Position Description approved by:



KATH LITTLE
College Principal

I have read and accept the position OF Academic Operations & Administration Assistant as set out above.

Name	
Signature	
Date	

DUTY STATEMENT
ACADEMIC OPERATIONS & ADMINISTRATION ASSITANT

This Duty Statement is to be read in conjunction with the Academic Operations and Administration Assistant Position Description. It provides further detail on the capabilities and key responsibilities associated with the role.

CAPABILITIES

Strong attention to detail and accuracy, in an environment that is dynamic and requires multi-tasking.
Ability to multi-task and manage both short term and longer-term events, issues and processes.
Effective communication and interpersonal skills.
Sound problem solving skills with adaptability and flexibility in response to changing needs.
Competent technical proficiency across various technical systems.
Contribute to the maintenance of a positive internal culture where service, integrity and kindness are valued.

KEY DUTIES

Daily Operations

- Working within timetable software, to allocate daily teacher supervisions, liaising with the Dean of Academic Operations, where there is need.
- With operational and cost efficiencies in mind, organise, as necessary, casual supply staff to assist with class supervisions, and making the necessary preparations to support those staff on any given day.
- Distributing daily notices to staff with clear communication about daily covers, room changes, event contingencies.
- Managing room changes in the timetable program, as required.
- Supporting set up requirements for academic events, as needed.
- Managing the calendar of the Dean of Academic Operations.
- Managing communication for the Dean of Academic Operations, including presentation polishing and correspondence, as need.
- Developing high capability in the TASS and Timetabler program, leveraging software capabilities to contribute to improving efficiencies across Academic Operations.

Examinations and Assessment

- Assisting the Dean of Academic Operations, to maintain an assessment map, and producing year level assessment calendars in line with the map.
- Working with the Dean of Academic Operations to schedule exam blocks.
- Undertake photocopying responsibilities for examinations submitted in a timely manner, at least three weeks prior, or five weeks prior during Term 4, noting that completion within required timeframes is dependent on workload and submission volumes.
- Ensuring a centralised and secure repository for all examinations, such that the examination block processes run smoothly.
- Providing administrative support to the Dean of Academic Operations with QCAA requirements as needed, including: NAPLAN student preparation program, NAPLAN testing and reporting requirements, Senior External Exams.
- Providing administrative support to the Dean of Academic Operations in relation to all ACER testing, including, but not limited to: Pat M, Pat R, ACER E Write, and state directed testing.

Quality Assurance and Records

- Assisting in the development, maintenance and quality assurance of electronic student achievement records.
- Assisting in the auditing of feedback, to ensure compliance with whole College expectations.
- Assisting in the quality assurance of SET planning records, and or, any other duties allocated by the Deputy or Deans of Academic Operations or Pathways.

Other

- Perform any other duties as directed by the Dean of Academic Operations or College Leadership, within the scope of the role.

The College reserves the right to alter roles and responsibilities at any point in time.

Duty Statement approved by:



KATH LITTLE
College Principal

I have read and accept the duties as set out above.

Name	
Signature	
Date	