



MLC

Methodist Ladies' College Position Description

Position:	Boarding House Administrator
Reports to:	Head of Boarding
Department:	Tiddeman Boarding House
Date:	May 2022

Primary Purpose

The Boarding House Administrator is responsible for the efficient management and coordination of all administrative duties for the Boarding House, including responding to business hours inquiries (externally and internally). This position requires an exceptional operator with the ability to manage a busy Boarding House office that over-see 100+ boarders, including parents and staff who require a high level of customer support each day.

Position in Context

MLC is one of Australia's most respected and innovative schools, with over 2,000 students from Early Learning (MLC Kindle) to Year 12, including international students and boarders. MLC is a technology-rich environment, teaching staff and students from Year 3 have a notebook computer and Prep to Year 2 students have an iPad.

MLC is comprised of four schools: Junior School (MLC Kindle – Year 6), Junior Secondary School (Years 7 and 8), Middle School (Years 9 and 10) and Senior School (Years 11 and 12). The Senior School program offers a comprehensive curriculum including the Victorian Certificate of Education (VCE), International Baccalaureate (IB) and Vocational Education and Training (VCE - VET) pathways. Year 9 students may participate in a unique eight week residential learning by living experience at our remote MLC Marshmead campus near Mallacoota.

Every student at MLC is offered a wide variety of subject choices, pathways, co-curricular and leadership opportunities and a strong support network through an extensive wellbeing program.

The College has approximately 800 staff in total, including 400 teaching and support staff who are employed either full-time or part-time, and 400 casual staff. The College has one main campus at Kew that includes our Early Learning Centre (MLC Kindle) to Year 12 and also the Tiddeman Boarding House. We have two remote sites for our Education Outdoors program in Victoria. One site, MLC Marshmead, is located near Mallacoota, and the other site, MLC Banksia, is located in Gippsland Lakes.

MLC is managed by an executive group of staff, led by the Principal, and is governed by a non-executive Board of Directors.

The Boarding House Administrator is the first point of contact in the MLC Boarding House during business hours. The Administrator is required to be a confidential, effective communicator with parents, students, all College staff and external agencies in person, on the phone and via written communication. The role also involves completing administrative duties to a high level on behalf of the Head and Deputy Head of Boarding.

Key Contacts

Direct Reports

- None

Internal

- Head and Deputy Heads of Boarding, Senior Boarding Coordinator
- Boarding Supervisors
- Admissions
- Family Accounts
- Health Centre
- JSS/MS/SS Offices
- Admissions / Family Accounts staff
- Personal Assistants to Vice-Principal and Heads of School

External

- Current families and students
- Orah (student leave management system)
- Boroondara Health and Wellness Centre
- Terry White Pharmacy
- Boarding House service providers

Major Duties and Responsibilities

This position description outlines the major duties and responsibilities relevant to this role. This list is not exhaustive and it is expected that specific tasks and functions may change from time-to-time in line with the College's operational requirements.

- Promptly and accurately update student information within the boarding house to ensure boarding staff can readily access current information.
- Process and respond to incoming correspondence regarding boarders and Tiddeman house promptly and professionally, to ensure parents and day school maintain a favourable impression of boarding.

- Promptly and accurately submit student information to the College database to ensure that non-boarding staff can readily access current information.
- Actively monitor boarders' leave requests and facilitate signing in/out of the boarding house to ensure students' whereabouts are known.
- Record any visitors into the boarding house (and announce as required)
- Manage senior Boarding team calendars (x3) – including scheduling appointments, arranging staff and student interviews
- Reporting of any maintenance/cleaning issues throughout the house.
- Collection and delivery of post for boarding staff and students
- Maintain orderliness of the office – including ensuring forms are updated and cleanliness of the office
- Maintain appropriate stock levels of stationary supplies for the office and boarding house
- Host tours throughout the boarding house
- Processing of charges to student accounts
- Organising taxi's and cab charges for students
- Ensuring outdated information is removed/updated around the house (ie. advertised events, career newsletters, boarders' map etc)
- Archiving duties
- Develop and monitor boarding processes to ensure streamlined and timely reporting is occurring within the house.
- Other administrative duties as required

Person Specification

Essential Criteria (competencies, qualifications, knowledge and experience)

- Excellent computer skills required in particular Microsoft Word, Microsoft Excel, and E-mail
- Exceptional verbal, interpersonal and written communication skills
- Excellent attention to detail with the ability to deliver information to internal and external stakeholders in a timely manner
- Operate effectively both independently, with a high degree of initiative, and as part of a team.
- Strong time management skills with the ability to prioritise workloads
- Ability to maintain strict confidentiality
- Previous experience working in an administrative and/or boarding school environment
- Adherence to all College policies and demonstration of behaviours in accordance with the Child Safe Standards.

Desirable Criteria (competencies, qualifications, knowledge and experience)

- Experience in training and streamlining processes will be well regarded
- Any secondary teaching qualifications will be well regarded
- Level 2 First Aid Certificate– including Anaphylaxis and Asthma Management (successful completion is required however if not already held can be obtained if successful in the role)

MLC performs thorough assessments of potential and existing employees. The assessments will be used to ascertain whether the potential or existing employee is a fit and proper person to be trusted to work in a school environment and in the position applied for or held. The screening process includes, but is not limited to, Criminal Records Checks and Working with Children Checks.

MLC's commitment to child safety

MLC is committed to the safety, participation and empowerment of all children. All members of our community, including employees, contractors, agency staff and volunteers, have an important role in providing students with a safe and nurturing environment in which to prosper and thrive. MLC has zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently within our policies and procedures.

MLC is committed to preventing child abuse through identifying risks early, and removing and reducing these risks. We have robust human resources and recruitment practices, supported by regular training and development.

We support and respect all children, as well as all members of our community. We are committed to the cultural safety of Aboriginal students, the cultural safety of children from a culturally and/or linguistically diverse background, and to providing a safe environment for children with a disability.

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