

**MINISTRY OF EDUCATION**

**P.O. Box 97, Rarotonga, Cook Islands**

**Government of the Cook Islands**

**Phone: (682) 29 - 357 Fax: (682) 28 - 357**

**POSITION DESCRIPTION**

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| --- | --- |
| **Job Title:** | **Office Secretary** |
| **Division:** | …………. School |
| **Responsible To:** | Principal and Deputy Principal |
| **Responsible For:** | N/A |  |
| **Job Purpose:** | To support the effective delivery of the school curriculum to all students through the provision of high quality administrative and secretarial services, including communicating with stakeholders. |  |
| **Job Classification** |  |  |
| **Date:** | June 2020 |  |

**MINISTRY VISION:**

Through its vision, the Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports lifelong learning through the provision of quality services.

**ORGANISATION CHART:**

Secretary of Education

Principal of …… School

Deputy/Assistant Principals

Syndicate Leaders/Deans/ Heads of Department

**School Office Secretary**

Teachers

Teacher Aides

**KEY RESULTS AREAS:**

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| --- | --- |
| ***KRA*** | ***Key Performance Indicators*** |
| **Administration & Reception**   * To ensure that visitors or callers to the school are greeted appropriately and their enquiries dealt with efficiently and with maturity. * To ensure that the front office or “face” of the school is well presented to the public. * To provide secretarial and administrative support and assistance to the Principal and Deputy Principal * To ensure that all administrative material produced is of a high standard and appropriately reflects the school’s aim for excellence. * To ensure that the photocopying equipment printers and other office equipment are functioning effectively * To carry out other duties as required by the Principal and Deputy Principal | * Visitors to the school are treated professionally, with courtesy and respect * Incoming calls and inquiries, e-mails and text messages are answered promptly, professionally and to a high standard * The office area is maintained in a clean, tidy secure and safe state * All files are accessible, secure and managed according to school policy and the OIA * School mail is handled in an efficient manner according to school guidelines * Secretarial and administrative duties for the Principal and Deputy Principal are performed to a high standard – correspondence, minutes of meetings etc * Newsletters, resources, reports and other educational material produced are of a high standard. * Equipment faults are reported immediately to technicians and repairs are carried out. |
| **Student Management & Data Processing**   * To ensure that the school student management database is current and accurately records student data * To ensure that student attendance is monitored so as to minimise truancy. * To contact caregivers to verify absenteeism or in case of an emergency * To ensure that the use of student management software is maximised to aid the administrative functions of the school * To ensure that technology is used to its full potential to aid the smooth operations of the school | * Database is current and information is used for school wide monitoring and planning * Students’ timetables and attendance records are accessible, accurate and up-to-date * All student management systems entry and output deadlines are adhered to. * Faults with software are reported and repairs arranged * Staff have access to relevant student information regarding pastoral care matters. * Relevant request for information are met in a timely and obliging manner |
|  |  |
| **Financial Management**   * To maintain and provide sound and accurate financial records which show a true and fair view of the financial situation of the school. * To operate sound financial cash management systems and practices * To ensure that interested parties have access to current and accurate financial data e.g. School staff, parents, suppliers etc. | * Ensure all funds paid in to the school are receipted appropriately and are secured ready for banking. * Balance the receipt book with the banking * All banking is regular and large amounts of money are not kept on the school premises * Ensure all payments are supported with an invoice and a receipt and is monitored. * School and Bank records are reconciled * Financial controls over cash management adhere to MOE/MFEM regulations.   Current financial records of inwards and outwards cash that are kept electronically. |
| **Staff Support**   * To ensure that teaching staff have access to printed resources for their classes | * All photocopying for staff is completed according to schedule and to a high standard |
| Professional Conduct   * Demonstrate professional conduct as expected by an employee of the Cook Islands Public Service * Participate fully and effectively in the performance management system | * Demonstrates professional conduct at all times * Complies with the values and code of conduct of the CIPS * Complies with the requirements of the MOE performance management system * Participates in relevant professional development opportunities * Meets all expected deadlines and reporting requirements as directed by the Principal |

**WORK COMPLEXITY:**

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| *Indicate Most challenging duties typically undertaken:* | |
| 1 | Sound computer skills – inputting and processing data using a range of software programmes |
| 2 | Sound working knowledge of computerised student management systems (SMS) for student record keeping, achievement, timetables etc. such as Edge, KAMAR |
| 3 | Financial Management including cash systems – ensuring the operation of sound financial cash management systems and practices; input financial data into financial management package. |
| 4 | Photocopying, printing, faxing and emailing – technical expertise requiring the use of a fax machine, copier, scanner, printer and other equipment used in the school office including how to load paper, fix paper jams, replace ink and toner, and troubleshoot simple repairs |
| 5 | Inwards and Outwards Correspondence - organising office files and information either electronically, digitally or with paper filing systems |
| 6 | Receptionist duties - responsible for operating the phone system used at the school. Customer service skills are essential as the first point of contact for enquiries, public relations and complaints regarding the school’s staff, students and services. |
| 7 | Event management - scheduling and reminding the Principal and SMT of important events or engagements, preparing SMT on-site meeting spaces and arranging the delivery of materials needed for meetings, such as office supplies, computer equipment and refreshments; including other duties as required. |

**AUTHORITY:**

The Office Secretary has the following levels of authority:

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| --- | --- |
| **Financial** | Nil (To administer the school and Ministry’s financial policies and procedures and to operate sound financial management practices.) |
| **Staff** | Nil |
| **Contractual** | Nil |

**FUNCTIONAL RELATIONSHIPS:**

The Office Secretary is required to undertake the following human relations skills in dealing with other personnel and external contacts.

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| --- | --- | --- | --- |
| Internal | Nature of Contact | External | Nature of Contact |
| School Senior Management Staff | Administrative support, student management and other matters as required (Heavy) | Community Services | Administration and curriculum support and other matters as required (Routine) |
| Teachers | Administrative support and other matters as required (Heavy) | Government Agencies | As specific to the individual needs of the students and staff including health and safety and other matters as required (Minimal) |
| Students | Administrative support – attendance, ,financial administration, relaying messages other matters as required (Heavy) |  |  |
| Students’ Families | Administration support, contact with school related matters as required (Heavy) |  |  |
| Ministry of Education *administration* | Employment matters including payroll, leave, professional development, performance, competency and other matters as required. (Light) |  |  |
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**QUALFICATIONS:**

###### Level of education required to perform the functions required of the position of Office Secretary. This combines formal and informal levels of training and education.

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| --- | --- |
| **Essential: (least qualification to be competent)** | **Desirable: (specific qualification for job)** |
| NCEA Level 2 or Sixth Form Certificate with passes in Accounting, Computing and English | * Certificate in Business Administration/Computing * Certificate in Accounting * First aid certificate |

**EXPERIENCE:**

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education

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| --- | --- |
| **Essential: (least number of years to be competent)** | **Desirable: (target number of years you are looking for)** |
| * Maturity and a minimum of 3 years’ office experience with an understanding of the Cook Islands language and culture. * Basic knowledge of first aid | * A minimum of 5 years’ experience in a similar position * Fluency in both written and conversational Cook Islands Maori |

**KEY SKILLS/ATTRIBUTES/JOB SPECIFIC COMPETENCIES:**

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| **Level of ability required for the job** |  |
| **Expert** | **Customer Focus** - Working to achieve total customer satisfaction (includes internal and/or external customers).  **Database management** – sound working knowledge of student and financial management systems operating in the school |
| **Advanced** | **Quality and Accuracy** - Accomplishing tasks with concern for the standard produced; checking own or others’ work to ensure accuracy, adherence to procedures and completeness. Improves processes to ensure improvement in quality of outputs over time.  **Interpersonal Skills** - Establishing and maintaining relationships with staff, customers and suppliers to improve the overall effectiveness of the position.  **Communication Skills** - Expressing ideas effectively in individual and group situations; adjusting language or terminology to the characteristics and needs of the audience. Sound understanding of school policies and processes, keeps information confidential  **Decision making /Problem Solving** - Making timely decisions; judgements; taking action when appropriate and committing to a position or direction. |
| **Working** | **Collaboration** - Working effectively with others in the school, the school community and stakeholders to accomplish school goals.  **Safety Awareness** - Acting to improve conditions that affect employee safety.  **Attention to detail** – ability to accurately check processes, tasks and /or information no matter how small over time yet still showing concern for all the other aspects of the job.  **ITC** - be able to carry out word processing, use spreadsheets, databases or other software as appropriate, to Level 3  An ability to respond to changing situations in a flexible manner in order to meet current needs. |
| **Awareness** | **Commercial Awareness** - Considers financial implications and risk of proposed actions/decisions, applies business and accounting models to decisions.  Knowledge of Education Sector mandates (Education Act, EMP, SOI) |

**CHANGE TO JOB DESCRIPTION:**

Changes to the Job description may be made from time to time in response to the changing nature of the Ministry’s work environment - including technological or statutory changes.

**Approved:**

Head of Ministry - Secretary of Education Date

Employee Date