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**POSITION DETAILS:**

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**Position Title:** International Services Officer

**Groups:** Marketing & Registry  
International School

**Supervisors:** Director of International Education  
Registrar (International)

**Classification:** Level 2

**Date of Last Review:** May 2022

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**PRIMARY ROLE/PURPOSE:**

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The position requires employees who have had sufficient experience and/or training to enable them to carry out their assigned duties under routine supervision, using established procedures and practices and instruction from a higher level Officer or member of the academic staff. They will work in consultation with the Director of International Education for the day to day organisation of Study Tours and the administrative requirements of the High School Preparation (HSP) Program; and with the Registrar (International) for the administration of Study Tours.

The International Services Officer is responsible for provision of a broad range of administrative services in the International School (SPIS) in order to assist in ensuring that St Paul's remains in the forefront of international education in Queensland. This will be achieved by maintaining high standards of administrative organisation and student service.

The prime roles are to:

- Work as part of a small, dedicated and efficient team in the day to day running of the International School;
- Provide secretarial, general administrative support and assistance in the International School;
- Be the public face of the International School by providing a high level of professional service to students, overseas agents and international families on site.

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**KEY ACCOUNTABILITIES:**

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**Reception**

- Answer the International School phone;
- Act as international student liaison by providing support regarding meetings, bus times, go cards and ongoing general queries;
- Forward messages to staff via email and phone calls;
- Keep the Reception area organised and tidy.

## **Study Tour and Vacation Program Administration**

Responsible for the administration, quoting, organisation and management of Study Tours, Vacation Programs and Study Abroad Programs, under the direction of the Registrar (International) including:

- Assist with the administrative planning, risk assessment, and preparation of Study Tours, Vacation Programs and Study Abroad Programs (including the quotes, itineraries and all necessary bookings such as buses, boats and accommodation etc.) after approval by the Registrar (International);
- Respond to enquiries relevant to School procedures relating to Study Tours, Vacation Programs and Study Abroad Programs;
- Prepare roster documents for Study Tours, Vacation Programs and Study Abroad Programs in consultation with the Director of International Education;
- Liaise with relevant staff to ensure satisfactory preparation for all Study Tours, Vacation Programs and Study Abroad Programs;
- Assist with the day to day running and management of Study Tours, Vacation Programs and Study Abroad Programs including communicating with vendors, students, agents and visiting staff;
- Assist with Study Tours, Vacation Programs and Study Abroad Programs farewell and graduation ceremonies; and other SPIS events such as excursions, student arrivals and pick-ups as necessary (sometimes outside of standard School hours);
- Assist the Homestay Co-ordinator with preparation of paperwork for Study Tour, Vacation Program and Study Abroad Program placements, as directed by the Registrar (International);
- Maintain up-to-date records of all Study Tours, Vacation Programs and Study Abroad Programs and contacts both on and offshore;
- Liaise with the International Languages Co-ordinator for integration/buddy experiences;
- Assist with escorting Study Tour groups, Vacation Program and Study Abroad Program students on excursions or activities, if required.

## **St Paul's International School Administration**

Provide general administrative support in the International School, including:

- Prepare and update Risk Assessments and other relevant requirements in accordance with School WH&S policies for HSP excursions;
- Organise and run Orientation Day Programs each term – supervising tests, assisting with uniforms etc., organising ID cards, OSHC activation, uniforms, School tours, laptop setup;
- Assist students with general enquiries;
- Organise SPIS events, under the direction of the Director of International Education and the Registrar (International);
- File and sort mail;
- Student filing;
- Prepare certificates for both long-term and Study Tour, Vacation Program and Study Abroad Program students;
- Assist other staff with general office duties, as approved by the Registrar (International) (eg. photocopying of booklets for Study Tours etc.).

## **Other**

- Provide administrative support for the Director of International Education;
- Prepare agent/parent updates and submissions to the School Newsletter, under the direction of the Registrar (International);
- Assist in the management of other activities and programs, under the direction of the Director of International Education (eg. international committee initiatives, homework programs etc.);
- Assist students and groups to find their way around the School;
- Manage visiting staff and help them to feel comfortable in the School by organising welcomes and farewells, room space, lunches (eg. Tour staff);
- Under the direction of the Homestay Co-ordinator, assist with Homestay inspections when required;
- Additional duties as allocated by the Headmaster.

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**KEY SELECTION CRITERIA:**

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**Qualifications**

- No formal qualifications are required for this position;
- Current First Aid Certificate (or willingness to undertake training);
- A second language is desirable (but not essential);
- Experience in using The Alpha School System (TASS) would be an advantage.

**Essential**

- Current First Aid Certificate (for Tour outings and excursions etc.);
- A professional and courteous phone manner;
- A high level of organisational and interpersonal skills;
- A high level of communication, written and verbal skills;
- Ability to find solutions through creative thinking and collaboration;
- ICT proficiency;
- A service ethic;
- Ability to work to deadlines;
- Ability to work effectively with minimal explicit direction and supervision;
- A willingness to be a member of a team and to work collegially with other staff members;
- A high level of professional standards and conduct;
- Experience working in a School setting would be an advantage;
- Willing support for the Anglican Ethos of the School;
- Possession of a current blue card (Working with Children Check by Blue Card Services). This is non-negotiable. The successful candidate must have a current Blue Card before commencing work at the School;
- Agree to be checked against the Anglican Church's National Professional Standards Register;
- **Must be an Australian resident and eligible to work in Australia.**

**Criminal History Checks**

- The School will conduct a Criminal History/Police Check on the successful applicant;
- The offer of this position is subject to the successful outcome of the Police Check and the possession of a current blue card (Working with Children Check by Blue Card Services);
- Should the Police Check or Blue Card reveal a negative outcome, this position will be immediately withdrawn.

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**AUTHORISATION:**

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I hereby agree that this Position Description accurately reflects work requirements.

**Headmaster**

Paul Browning

Name

Signature

Date

**International  
Services Officer**

Name

Signature

Date

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### ETHOS STATEMENT

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**The School’s Purpose is** “to prepare resilient, global citizens, who are innovative thinkers, with a heart for servant leadership.”

**The School’s Vision is** “Transforming educational thinking and practice.”

**The School’s Values are:**

By **Faith** and by **Learning** we strive to grow in **Community** with God and each other, valuing each person and celebrating individual excellence.

**We value Faith believing where:**

- Each person is a unique creation of a loving, redeeming God and able to be empowered and sustained by the Holy Spirit through the teaching and life of Jesus Christ.
- Each person can have a relationship with God, through Jesus Christ, demonstrated by modeling one’s life on Christ, serving others and participating in the traditions and practice of the Anglican Church.

**We value Learning where:**

- Students are encouraged and supported as they strive to reach their intellectual, creative, physical, social, moral, emotional, and spiritual potential in a balanced and disciplined way.
- Students fully explore a range of topics, themes and concepts which have relevance, real-world application and a focus towards the future.
- A variety of student dispositions to learning are fostered through our Realms of Thinking Framework which are embedded from PP-12 across all Learning Areas.

**We value Community where:**

- Students, staff, and families support the aims, purpose, and mission of the School and serve one another using their God-given gifts.
- Students, staff, and families grow together in faith and learning, promoting love, justice and mercy - at home, at School and in the wider world.
- Students remain connected to the St Paul’s community when they graduate, through a vibrant Past Students’ Association.

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## **SCHOOL EXPECTATIONS**

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All employees are bound by the requirements of the School's policies and procedures as they apply from time to time, and are expected to act with integrity, and in a way that demonstrates a proper concern for the public interest expressed with a framework of a Christian educational organisation.

As such, employees at St Paul's School are expected to embrace the following statements.

As well as comply with all federal and State legislation as they apply from time to time as well as any relevant Canon Laws or Diocesan policies.

Much of the information gleaned by employees during the course of their duties is confidential and should be treated as such. Employees shall not use confidential information to gain advantage for themselves, their related persons or for any other person or body, in ways which are inconsistent with their obligation to act impartially. Nor should such information be used improperly and cause harm or detriment to any person, body, or the School.

Proof of qualifications as well as a disclosure on any matter which may affect your employment in this position will also be required prior to commencement.

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## **LEADERSHIP EXPECTATIONS**

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"If a leader's actions are driven by service and dedication to a cause or a relationship then they are a servant leader."

Leadership at St Paul's is based on the philosophy of individual and School "wholeness", collaboration, teamwork and transparent decision-making. The model of leadership reflects the values central to St Paul's School, that of Faith, Learning and Community.

Leadership Principles underpinning the Leadership at St Paul's:

- St Paul's School leadership structure is **student-centred** and reflects our agreed values of Faith, Community and Learning.
- The leadership structure is **learning-centred** for both students and staff, providing opportunities for open and transparent communication and decision-making.
- Collaborative leadership based on teams enabling of ideas to be brought forward by anyone through a variety of formal and informal routes (everyone's voice deserves to be heard).
- Education of the whole person in which the intellectual, spiritual, emotional and physical development are all-important and integrated.
- The importance of creating an environment which encourages high academic achievements at senior levels by ensuring appropriate methodologies and subject content.
- The concept of St Paul's School as a single whole School, made up of three Sub-Schools each with some degree of autonomy whilst sharing many common elements.

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## **ANGLICAN SCHOOLS COMMISSION - STATEMENT OF COMMITMENT**

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Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have the opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God
- Every child: loveable and loved, unique and unrepeatable
- Outstanding education for the flourishing of people and the good of community

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practised.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people;
- create conditions that reduce the likelihood of harm to children and young people;
- create conditions that increase the likelihood of identifying harm; and
- respond to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.