



Student Centre and Pastoral Administration Coordinator

Job Description - Support Staff

Name:

Position: Student Centre and Pastoral Administration Coordinator

Responsible to: Business Manager and Deputy Principal – Pastoral

Reporting to: Business Manager and Deputy Principal – Pastoral

Employment Agreement: Support Staff in Schools Collective Agreement

The focus of this role is to provide a welcoming, safe and efficient Student Centre service; coordinate student movement, pastoral administration, uniform and mobile phone processes; provide operational cover for attendance workflows; and ensure accurate recording and reporting through KAMAR, SchoolBridge and other approved systems.

Key Tasks

1.	Provide a professional, calm and welcoming first point of contact for students, caregivers, visitors and staff using the Student Centre.
2.	Manage student sign-in and sign-out processes, including exit passes, caregiver permissions and approved student movement arrangements.
3.	Maintain working competence in KAMAR, SchoolBridge and related attendance workflows, providing operational backup for the Student Attendance Officer when required.
4.	Process or assist with absences, late arrivals, exit passes, school trips, sports events, medical certificates and other attendance-related transactions.
5.	Coordinate daily Student Centre workflows, call slips, runner requests, detention notices and time-sensitive student communications.
6.	Provide agreed pastoral administration support to Deans and year-level SLT, including meeting preparation, document scanning, uploading, storage and action tracking.
7.	Administer uniform-pass and uniform-infringement processes, including records, repeat issue monitoring, reports and referral to the appropriate Dean or SLT member.
8.	Administer mobile phone confiscations and other confiscated property, ensuring items are recorded, securely stored, released appropriately and escalated where required.
9.	Maintain lost-property procedures, including secure storage, owner notification where possible, collection processes and separation from confiscated property.
10.	Generate agreed Student Centre, attendance, pastoral, uniform, mobile phone and detention reports to support early identification and pastoral follow-up.
11.	Communicate with caregivers and whānau in a factual, respectful and timely manner, using approved templates and recording relevant contact in KAMAR.
12.	Apply inclusive, culturally responsive and confidential practice when supporting students, caregivers and staff, escalating wellbeing, safety or safeguarding concerns through approved pathways.
13.	Document standard operating procedures, support cross-training and identify opportunities to reduce duplication, improve data quality and strengthen service continuity.

General

Maintain good relationships	• Maintain high communications with all parties. • Establish and maintain good working relationships with clients and staff. • Keep calm under pressure. • Be patient and tolerant.	• High quality communications with clients, management and staff maintained at all times.
Teamwork	• Contribute by sharing talents, interests and expertise. • Assist others when required in meeting deadlines for the whole organisation.	• Contribute to the school team in meeting all organisation deadlines.
Work Environment	• Be flexible and adaptable to changes in procedures, system and regulations. • Take responsibility for meeting all deadlines.	• Be willing to assist others in the work environment to provide high quality service and meet deadlines.
School Developments	• To assist as required in new developments in the school.	• Participate in the future developments of the school.
Personal Skills	• Proven ability to meet deadlines. • Ability to work independently. • Have an excellent customer services manner. • Have excellent proof-reading skills. • Proven ability in accurate data entry. • ICT accuracy skills (knowledge of Word, Excel, Outlook, SMS Databases). • Shows initiative. • Knowledge of schools (preferred). • Ability to understand the big picture.	

Person Specifications:

1. Have the ability to work in a team with a common goal.
2. Have a high level of self-motivation coupled with flexibility.
3. Enjoy working with young people – remain calm and patient.
4. To be able to gain the confidence and respect of students.
5. To be a positive role model for students by:
 - a. Maintaining personal standards of dress and presentation appropriate for a professional educational environment.
 - b. Observing professional standards of behaviour at all times while at school or on school-related activities.
 - c. Valuing excellence and personal achievement.
 - d. Demonstrating a commitment to the welfare of others.

Accountability:

To participate in an annual self-appraisal, which will be designed to highlight personal strengths and achievements, identify any professional development needs and help focus on the key tasks and responsibilities required by this position.

Job Description Approved By:

Signed: _____ [Employee] Date: _____

Signed: _____ CJ Healey, Principal Date: _____

NOTE: This job description is intended to focus on the important tasks and responsibilities of this position. This job description is not intended to be restrictive nor limit the tasks and responsibilities to only those described above.