



Christ Church Grammar School

DUTY STATEMENT

ARC Operations and Projects Administrator

DATE: June 2026

STATUS: 1.0 FTE

TIME: Ongoing

HOURS: 37.5 hours per week. Annual and other leave to be negotiated and taken when mutually agreed.

FACULTY/AREA OF RESPONSIBILITY: Academic Resources Centre (IT + Library)

POSITION CONTEXT:

Christ Church Grammar School is an Anglican day and boarding school for boys from Pre-Kindergarten to Year 12. Located in Perth, Western Australia, the School overlooks the Swan River at Freshwater Bay in Claremont. Enrolments are comprehensive and at present are approximately 1750 students including boarders.

The ARC (Academic Resources Centre) is a single facility which provides the school with high quality digital / physical resource curation service and a reliable information technology support service.

The primary focus of the ARC Operations and Project Administrator is to assist the Director of Information and Learning Technologies with day-to-day operational matters to provide a high-quality service and a positive ARC experience for students, staff and community members of the school. This role requires an individual who can demonstrate effective people, organisational and services management skills.

LINE MANAGEMENT:

Reporting directly to the Director of Information, Communication and Technology Services

WORKING RELATIONSHIPS:

- Director of Information, Communication and Technology Services
 - ARC Services Coordinator
 - ARC teaching and support staff
 - CCGS community members (students, staff, parents and external).
 - External contractors and entities.
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DUTIES AND RESPONSIBILITIES:

Financial:

- Support the development of the department's annual budget and monitor expenditure to ensure alignment with approved allocations.
- Raise and manage departmental purchase orders to support accurate tracking and forecasting of expenditure.
- Assist with and monitor the sourcing and procurement of ICT goods and services in line with school policies.
- Verify and process invoices, ensuring accuracy, timeliness and correct allocation to General Ledger accounts.

- Reconcile the Director of Information, Communication and Technology Services credit card statements, ensuring supporting documentation is complete.
- Maintain the ICT fixed asset register, ensuring assets are recorded, updated, and disposed of in accordance with Finance procedures and within established time frames.
- Assist and oversee the return of student devices throughout the year, ensuring that damaged and lost devices and peripherals are fixed and/or replaced providing relevant billing info to the Finance Department within accepted time frames.
- Coordinate and engage in the resale or disposal of obsolete ICT assets in accordance with school procedures.
- Monitor software licence renewals and subscriptions and action as required to ensure continuity of service.

ICT Operations:

- Maintain, review and document departmental procedures, guidelines and processes.
- Audit departmental practice to track alignment with departmental procedures, guidelines and processes.
- Monitor and report on day-to-day ARC operations and service to assess effectiveness and identify opportunities for improvement in terms of procedure and/or process.
- Conduct regular audits of ICT assets, including receipt, maintenance, distribution, and lifecycle management.
- Assist technical staff to create, maintain and review physical and/or digital action plans including disaster recovery, business continuity and risk management.
- Action the timely review and maintenance of ICT policies to ensure compliance with school governance requirements and relevant Government legislation.
- Review and improve operational processes pertaining to any identified issues to enhance efficiency and service quality of the department.
- Support departmental staff to develop and maintain ARC help resources, user guides and staff communications.
- Monitor and analyse Service Desk request to identify trends, recurring issues and opportunities for proactive resolution.
- Assist the Services Coordinator in the management and/or continuous improvement of the Service Desk, including documentation, procedures and workflows.
- Investigate complaints and feedback, escalating issues where appropriate.
- Support the Services Coordinator communicate with, recruit, onboard, and schedule ARC causal staff (TKOs).
- Coordinate and monitor the procurement of, and where necessary the installation of, departmental assets and services including staff and student devices, school AV systems, software, infrastructure items etc.
- Manage relationships with external vendors and service providers to aid the timely and smooth delivery of services and goods.

Other:

- Maintain staff leave records for the ARC team.
- Support the management of special ICT projects as required.
- Perform data analysis and reporting to support departmental decision-making as required.
- Undertake additional duties as directed by the Director of Information, Communication and Technology Services.

KEY RESULT AREAS

Behavioural Descriptors:

- Use initiative and take responsibility for all tasks undertaken.
- Excellent interpersonal and communication skills.
- Exercise judgment and solve problems within the scope of the position.
- Undertake tasks with accuracy, professional competency and within prescribed deadlines.
- Maintain confidentiality at all times.
- Undertake safe work practices.
- Undertake other duties as directed.

Team Participation:

- Work closely and cooperatively with all staff members.
- Contribute positively and constructively to the School community.
- Ensure performance consistent with the ethos, aims and objectives of the School.

Customer Outcomes:

- Maintain and/or improve the status of the ARC within the school.

EXPERIENCE AND QUALIFICATIONS

This position requires:

- A current National Police Certificate and valid Working with Children Check.
- Demonstrated ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Well-developed interpersonal and communication skills, with the ability to engage effectively with a diverse range of stakeholders via phone, email, and face-to-face interactions.
- Strong customer service focus with a commitment to delivering high-quality support.
- Proven problem-solving skills and the ability to use initiative to resolve issues effectively.
- Highly developed organisational skills, including the ability to prioritise tasks, manage competing demands, and meet deadlines.
- Ability to work both independently and collaboratively within a team environment.
- Demonstrated contribution to a positive and professional team culture.
- High level of proficiency in Microsoft Office applications, particularly Word and Excel, with strong attention to detail and accuracy.
- Strong written communication skills, including the ability to prepare clear and concise documentation.
- Reliable, adaptable, and able to work effectively in a fast-paced environment.

The person must have:

- Initiative and a proactive approach to problem-solving.
- Flexibility and adaptability to respond effectively to changing priorities.
- Reliability, with a strong sense of accountability and follow-through.
- Professionalism, including the ability to exercise tact, sound judgement, discretion, and maintain confidentiality.
- Highly effective written and verbal communication skills, with the ability to engage a broad range of stakeholders.
- The ability to work collaboratively within a team and build positive, productive working relationships.
- The capacity to work independently and manage responsibilities with minimal supervision.
- A willingness to support broader administrative and operational functions as required.
- A commitment to supporting the School's values, goals, and continuous improvement.
- Resilience and the ability to perform effectively in a fast-paced environment.
- A continuous improvement mindset and openness to innovation.
- The ability to build trust through professionalism, integrity, and a strong customer service focus.
- A consistently high standard of professional presentation and conduct.

SALARY, TERMS AND CONDITIONS:

- The successful applicant will be employed under the Christ Church Grammar School (Support Staff Enterprise Bargaining) Agreement 2025.
- Opportunity to further your career through PD and study considered.
- Salary will be negotiated according to qualifications and years of experience.