

JOB ADVERTISEMENT

SCHOOL PARTNERSHIP SUPPORT OFFICER

Employment Type: Full time
Maximum term contract until 31 December 2025

Location: Victoria, NSW, ACT, QLD

Teach For Australia would like to acknowledge the many Traditional Custodians of the lands throughout Australia. We pay our respects to their Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Australia's first peoples.

- Opportunity to work with an engaged community of educators - working to **close the education gap**
- **Flexible work practices**, including the option to work from home
- Allowance and time off work for **professional development**
- Join us in our commitment and vision for [Reconciliation](#), in a space where we learn and grow together

About the Position

The School Partnership Support Officer plays a critical role in the LDP team by supporting an array of logistical and administration activities to ensure that key responsibilities of the LDP team are fulfilled. This includes coordinating and assisting Associate school placement and school practicum administration tasks, and supporting admissions and Associate engagement activities.

Note: The successful candidate must be available to work from November to January (with the exception of our end of the year closure) to support key LDP activities

About Us

Our vision is an Australia where education gives every child, regardless of background, greater choice for their future. The mission is to grow a community of leaders committed to equity for children and young people, by recruiting and developing exceptional people to teach and lead across Australian schools.

About You

- A customer-focused administration expert with a passion for addressing educational inequity.
- Demonstrated experience in supporting long term projects and working in a fast-paced environment.
- Proven ability to accurately administer processes and deliver high-quality outputs independently and with minimal supervision.
- Strong organizational skills, and experience providing services and support in a diverse organisation, across a range of functions.
- Excellent interpersonal and communication skills.
- Experience working with staff at all levels, with a proven ability to communicate professionally and tactfully in a range of contexts, involving face to face, phone and written issue.

Teach For Australia welcomes applicants of all backgrounds to apply, and encourage applications from Aboriginal and Torres Strait Islander people.

How to Apply

For an opportunity to take your place in this life-changing organisation please [Apply here](#), by **Monday, 19 March 2023**.

All enquiries can be directed to jobs@teachforaustralia.org. Please note that you must have the appropriate right to work in Australia in order to be eligible for this role. Successful candidates will be required to undertake a National Police Clearance, and obtain a valid Working With Children Check. For more information about Teach For Australia and its impact on educational disadvantage, please visit <https://teachforaustralia.org/>.

JOB DESCRIPTION

Role Title:	School Partnership Support Officer	Financial	0
Department:	Leadership Development Program	Accountability:	
Reports To:	School Partnerships & Placement Lead	People Management:	N/A

Role Purpose

The School Partnership Support Officer plays a critical role in the LDP team by supporting an array of logistical and administration activities to ensure that key responsibilities of the LDP team are fulfilled. This includes coordinating and assisting Associate school placement and school practicum administration tasks, and supporting admissions and Associate engagement activities.

Qualifications and Experience

Essential

- Administrative, planning and communication skills to work in partnership across the TFA team and be able to build genuine rapport with internal and external stakeholders.
- Demonstrated experience in undertaking routine support tasks across a range of functions.
- Ability to accurately administer processes and deliver high-quality outputs independently and with minimal supervision.
- Demonstrated experience in providing high-quality and consistent customer service to a range of stakeholders.
- Experience working to tight deadlines and managing multiple streams of work.
- Demonstrated capacity to work collaboratively with colleagues and to communicate effectively with members of the school community.

Desirable

- Understanding of Australian schooling context.
- Experience in assisting and supporting long term project management with numerous complex elements, stakeholders, and resource planning.
- Experience in event support.
- Experience working in a school setting that serves low socio-economic communities.
- Adaptable and pro-active self-starter who thrives on challenges

Skills, Attributes and Knowledge

Essential

- Strong written and verbal communication skills.
- Highly organized and capable of managing a variety of activities concurrently.
- Detail orientated, understanding the needs of stakeholders and balancing these with the need to operate within existing frameworks and targets.
- Reflectiveness, ability to act effectively upon feedback.
- Adaptable, with flexible approach to providing support in a fast-paced, ambiguous environment.
- Experience with financial software (e.g. NetSuite) and working with invoicing systems.



- Fluent in MS Office applications, particularly Excel, Word, and PowerPoint.
- Ability or capacity to learn how to utilise IT systems related to contact and relationship management, resource and document management, and automated communications (such as Salesforce, Thinkific, Mailchimp, Box, etc.).

Desirable

- Understanding of and ability to utilise project management tools and processes (such as RAPID, RACI, Gantt charts, risk identification and mitigation plans).
- Proven experience supporting projects within an identified budget.

Primary Accountabilities

- Maintain accurate data pertaining to school engagement, practicum, placement and other areas of the LDP as directed.
- Identify inconsistencies in data and escalate appropriately.
- Undertake desktop research to ensure information provided to Associates and schools is consistent and accurate.
- Provide customer service via both email and phone to Associates and schools.
- Work alongside colleagues to appropriately process queries in shared email inboxes.
- Support colleagues to ensure required communications and internal processes relating to placement, practicum, school engagement and other areas of the LDP as directed are undertaken in a timely and accurate manner.
- Where required, support the collection and provision of data to internal and external stakeholders.
- Support colleagues to source accommodation for Associates and the distribution of food and travel vouchers as required.
- Process purchase orders to ensure suppliers and Associates receive relevant payments in a timely and accurate manner.
- Implement processes to ensure Associate compliance with the requirements of internal and external stakeholders (for example, monitoring Associate progress on Teacher Registration; coordinating the collection of information relating to Working With Children Checks)



Our Values

Serve the Students

Everyone at TFA works in service of our vision for children and young people: an Australia where education gives every child, regardless of background, greater choice for their future. Our partnerships – with teachers and leaders in schools and across communities, organisations and systems – is in service of making their future fairer and brighter.

Have High Expectations

Having high expectations – for ourselves, of others, and of what should be possible for students – is essential. The students we serve deserve no less. This does not mean setting unrealistic expectations that cannot be met, however this does mean having a sense of possibility and being motivated by a bold ambition.

Make It Happen

To best serve students and their futures, we know there is a lot of work to be done. Not all of it will be straightforward. We act with deliberate intent. 'Hope is not a strategy'; we use data, creativity and the wisdom of experience to plan then execute. Our work is a marathon not a sprint, so we pace ourselves, working hard and smart.

Get There Together

We have a big vision and mission. We can't – and won't – achieve it on our own. Authentic, mutually reciprocal relationships come first. We know that relationships – with students, colleagues, the TFA community, and countless others involved in this work – underpin everything else. Through trusting relationships, we can harness the power of collaboration and foster a collective sense of belonging.

Celebrate Along the Way

We find joy and possibility in the big vision of what could be. We celebrate the strength and uniqueness of every student, and those who work in service of them. To sustain ourselves, we strive to laugh often and celebrate the small wins along the way. We believe in acknowledging contributions, recognising how far we have come by leveraging our strengths, and working with gratitude, humour and a bit of fun to keep us motivated for the journey ahead.

