

POSITION DESCRIPTION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

JOB TITLE	Artemis Services Coordinator
HOURS OF WORK	<p>Full Time (38 hours per week).</p> <p>This role will be required to work with a number of other staff members to accommodate the extent of the operating hours.</p> <p>This position works during school terms and during non-term time.</p>
SCHOOL	<p>Melbourne Girls Grammar Senior School (Merton Hall Campus) 86 Anderson Street, South Yarra, 3141</p>
FACULTY/DEPT	Artemis Programs
REMUNERATION CLASSIFICATION	Educational Services (Schools) General Staff Award 2020
REPORTS TO	Artemis Operations Manager, and ultimately the Principal.
SUPERVISES	Nil
POSITION OBJECTIVE	<p>The Artemis Services Coordinator is responsible for the daily administration and effective operations across the extent of our vibrant programs and facilities. This person is fundamental to providing sports and outdoor education administration support to our Heads of Programs to ensure programs are well organised, professionally managed and of an exceptional standard.</p> <p>The Artemis Services Co-ordinator is the face of our front of house, customer servicing and centre operations, coordinating activity and learning zone set ups for optimal use and support of our teaching, coaching and events team.</p>
KEY ACCOUNTABILITIES	KEY TASKS
Customer Service and Relationships	<ul style="list-style-type: none"> Greet students, staff and visitors to the Artemis Centre in a warm, welcoming manner and ensure the Reception area is always supervised and well presented. Answer the phone and monitor the email inbox. Respond to internal and external stakeholder queries in a timely manner.



	<ul style="list-style-type: none"> • Process Point-of-Sale transactions in accordance to the guidelines to ensure accurate financial reporting. • Maintain strong relationships with MGS stakeholders, including students, staff, parents, Old Grammarians, and external user groups. • Maintain a strong and positive culture that supports customer service, efficient operations, and effective activity zone use. • Comply with preferred communication methods used to disseminate information to MGS staff, parents and students including eVI and email. • Communicate professionally and effectively with stakeholders including students, parents, MGS Staff and external groups.
Facility Operations	<ul style="list-style-type: none"> • Open and close the Artemis Centre facilities based on operating hours and allocated shifts. • Ensure activity zones are set up to support classes, sport, training, bookings and events. • Monitor the daily use of the Centre to ensure the building is clean and usable at all times. • Work with the facilities team, cleaning staff and Artemis Operations Manager to rectify any facility issues in a timely manner. • Report to and support the Artemis Operations Manager with: <ul style="list-style-type: none"> – Daily administrative duties, program scheduling and Artemis Centre activities. – Facility maintenance including monitoring cleaning schedules and overseeing specific activity zone operations (e.g., pool chemistry/water testing, plant operations.) – Facility inductions for external users. – Facility safety including monitoring and maintaining Health and Safety standards (e.g., storeroom cleanliness.) • Proficient use of Office365 and Facility Management Systems (Fusion + Envibe) to support efficient administration, operations, and communications. • Manage and monitor visitors and contractors using the Artemis Centre, via the visitor and contractor management system (LinkSafe) and according to MGS guidelines.
Bookings and Reporting	<ul style="list-style-type: none"> • Facilitate internal and external facility and program bookings and schedules. This includes liaising with the Business Office to coordinate facility bookings, invoicing, and payments, in compliance with MGS systems and processes. • Maintain accurate booking and attendance records to run live weekly, monthly and annual reports.



Program Administration and Support	<ul style="list-style-type: none"> • Maintain the first aid kits including restocking and ensuring they are returned after use. • Provide program administration support to Head of Outdoor Education. • Work as part of a team to ensure effective and consistent flow of communication and information across all platforms and systems.
Policy	<ul style="list-style-type: none"> • Ensure all School policies and guidelines are adhered to without exception, particularly in regard to Child Safety, OH&S and Visitor and Contractor Management Guidelines; and • Notify and report any and all incidents as soon as possible via MGGS reporting procedures and escalate to the Artemis Operations Manager when required.
Child Safety Requirements/ Obligations	<ul style="list-style-type: none"> • Demonstrated ability to follow child safety protocols when supervising children and young people in relation to child safety. (as required) • Must be able to demonstrate an understanding of appropriate behaviours when engaging with children. • Abide by all MGGS Child Safety Policies and Codes of Conduct and demonstrate active commitment to the MGGS Statement of Commitment to Child Safety. • Supervise and manage staff appropriately including regular reviews to check whether staff are following Codes of Conduct and other child safe policies. • Demonstrated commitment to promote Aboriginal cultural safety and awareness and the safety of Aboriginal children and/or communities. • Demonstrated ability to promote the safety, wellbeing and inclusion of all children including those with a disability or those from culturally and/or linguistically diverse backgrounds.
Professional Development	<ul style="list-style-type: none"> • Attend operational and planning meetings, workshops and focus groups as required by Head of Sport and Coaching, and/or Artemis Operations Manager, and/or Executive Director, Artemis Programs. • Attend Professional Development workshops and seminars that will assist in successfully meeting the objectives of this role; and • Attend all staff meetings, when required.
Other	<ul style="list-style-type: none"> • Any other duties as requested by the Artemis Operations Manager, Executive Director, Artemis Programs or the Principal.
QUALIFICATIONS	<ul style="list-style-type: none"> • Certification or undergraduate degree in Sports Administration / Facility Management / Business Management / Exercise Science or Human Movement. • Current HLTAID011 First Aid Certificate (previously 003) • Current HLTAID009 Provide CPR Certificate (previously 001); and



	<ul style="list-style-type: none"> Current Victorian Employee Working with Children Check. <p>Desirable:</p> <ul style="list-style-type: none"> Full Driver's License.
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SKILLS / KNOWLEDGE / EXPERIENCE REQUIRED	<ul style="list-style-type: none"> Strong demonstrable administrative skills; Previous work experience in similar roles or environments; Experience in delivery of customer focused services and programs; Safety and risk mindset; Excellent grammar and punctuation, proofreading and document formatting skills using MS Word or other digital platforms; Intermediate Office365 skills, specifically SharePoint, Word, Excel and Outlook (minimum); Demonstrable competency using software systems and web based platforms (e.g. booking management, LMS, information databases); Willingness to learn WordPress and Canva; High attention to detail; High level literacy and numeracy skills including written communication; Excellent organisational, planning and time-management skills including the ability to multi-task, prioritise competing workloads and work to tight deadlines; and A sound understanding of sports facilities management or event coordination.
Key Competencies	<ul style="list-style-type: none"> Passion for health, fitness and wellbeing; Flexibility with working hours as required; Ability to exercise judgement and act appropriately, complete tasks efficiently, show leadership skills and problem solve; High level interpersonal and problem-solving skills with the ability to create an inclusive, positive and productive environment with immediate supervisors, colleagues and key stakeholders including contractors;



	<ul style="list-style-type: none"> • Ability to work collaboratively within a team and demonstrate initiative to work independently; and • Ability to exercise sensitivity and confidentiality in all dealings.
Other Requirements	<ul style="list-style-type: none"> • Positive, energetic, adaptable, flexible and enthusiastic approach to work; and • Demonstrated ability to engage with people from different backgrounds, levels of seniority and standing within the community in a professional and diplomatic manner.
CHILD SAFETY	<p>All staff at Melbourne Girls Grammar are expected to take an active role and are well informed of their obligations in relation to Child Safety. The Melbourne Girls Grammar Child Safety Statement is incorporated in the MGGS staff employment cycle from recruitment and reference checking to induction, 3 and 6 month review processes and regular staff training and professional development.</p> <p>Employment with Melbourne Girls Grammar is subject to adherence to school policies including the Child Safety Policy, Child Safety Code of Conduct and Child Safety Statement as listed below.</p> <p>MGGS Statement of Commitment to Child Safety</p> <ul style="list-style-type: none"> • As MGGS staff, volunteers, contractors, and any other members of our school community involved in child-connected work, we are responsible for supporting and promoting the safety of children. • We are committed to the safety, participation and empowerment and protecting of all children / students in our care and adhering to our Child Safety Policy. • We are committed to providing a child-safe and child-friendly environment, where children and young people are safe and feel safe and are able to actively participate in decisions that affect their lives. • We have zero tolerance of child abuse and are committed to the protection of children from all forms of child abuse and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. Our policies and procedures will provide the name and contact details of staff who have specific responsibilities in relation to child safety and who may receive reports of suspicion of child abuse. Child abuse includes sexual offences, grooming, physical violence, serious emotional or psychological harm, serious neglect and a child's exposure to family violence. • We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously. • We are committed to preventing child abuse, identifying risks early and removing and reducing these risks. • We have robust human resources and recruitment practices for all staff and volunteers. • We are committed to regularly training and educating our staff and volunteers on child abuse risks. We support and respect all children, as well as our staff and volunteers. • We are committed to the emotional, physical and cultural safety of all children and to providing a safe environment for their learning.



	<ul style="list-style-type: none">• We are committed to promoting the cultural safety and participation of Indigenous children, young people and their families.• We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.
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To learn more about the history, vision, mission and values of Melbourne Girls Grammar, please visit <https://www.mggs.vic.edu.au/>

Reference	Rev	Date	Page	Authorised By	Signed by Employee
Artemis Services Co-ordinator	2	Jan 2024	6 of 6	The Principal	_____/____/____