



Smithfield State High School

AO2 | Student Services Officer

About the role

Be the friendly face and first point of contact for our students, families and staff. As our Student Services Officer, you will keep the school day running smoothly, from welcoming students at the counter and providing first aid to making sure every absence is accurately recorded. This is temporary contract until the end of the 2026 school year, with the possibility of extension. Hours are 6 hours per day, plus accrued day off (ADO) arrangements. **Start Time:** 7:30 am sharp (essential).

What you will do

- **Front counter:** Welcome and support students, parents/carers and staff; answer phone, email and in-person enquiries; process late arrivals, early departures and passes, confirming parent/carer authority.
- **Daily absence administration:** Action absence explanations received via QParents, SMS, email, phone and voicemail; update attendance in ID Attend and OneSchool throughout the day and record all parent/carer contact.
- **Medical certificates and student leave:** Record and file medical certificates, and process student leave applications of 3–10 days for Year Level Deputy Principal approval.
- **First aid and medication:** Provide first aid, administer approved medication, maintain sick bay and medication records, and escalate health or wellbeing concerns.
- **Student administration:** Enter paper rolls, update student records and contact details, manage uniform passes and loans, and handle confiscated phones and earbuds in line with school procedures.
- **Teamwork and referrals:** Work closely with teachers, deputies and the Attendance Officer, referring extended absences and attendance concerns for follow-up.

What we are looking for

A friendly, organised and reliable team member who communicates respectfully, keeps accurate records, protects student information and stays calm while juggling competing demands in a busy school. You will be confident learning and using school systems such as ID Attend, OneSchool and QParents, and following school procedures.

Mandatory requirements

A valid Blue Card (Working with Children Check) is required. Appointment is subject to satisfactory pre-employment screening, including a criminal history check, in accordance with departmental requirements.

Desirable Skills and Experience:

A current First Aid Certificate (HLTAID011 – Provide First Aid), including CPR certification (HLTAID009), would be highly regarded.

Previous experience using OneSchool, IDAttend or similar school administration and student management systems would be highly regarded but is not essential.

How to apply

Interested applicants are invited to submit a current resume and a brief cover letter (maximum one page) outlining their relevant skills, experience and suitability for the position. Please submit documents to BM@smithfieldshs.eq.edu.au. Previous experience working in a school environment would be advantageous; however, applicants with strong administration, customer service and communication skills are encouraged to apply. Please include the contact details of two professional referees in your resume.