Continuous Work Plan for General Office Operations

* This document is to be reviewed in accordance with the *Continuous Work Plan for Education Support Staff in the event of school closure*
* This document has been developed in addition to the individual work from home tasks related to ES roles that have been identified. See attached *Work from Home\_ES Tasks* document for individual work from home task related to ES roles
* This document will be updated and evolve as the school adapts to the new working environments and conditions for Education Support Staff in administrative roles

**General Office Day to Day Tasks**

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| --- | --- |
| **Task**  | **Action** |
| School Email and Enquires  | Refer to the *School Emails and Enquires* section within this document (overleaf) |
| Banking  | * All cash banked at the end of Term 1
* No cash payments to be received in a closure, banking not required
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| Mail (in and out) | *Mail in:* Where mail would usually be sent to families, where possible all documents and receipts now to be send via email via saving to PDF (where privacy and confidentiality can be maintained) i.e. donation letters, receipts and statements*Mail out** Mail collected from the school on a Monday and Friday weekly (if safe to do so)
* Mail checked and important documents emailed to relevant staff Including: Invoices/statements, bank statements, enrolment forms/information, CSEF applications, ACE Forms, WWCC etc.
* All junk mail disposed of
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| Enrolments, Exits and Transition | * *Enrolment Forms* to be emailed to families to complete and return electronically or apply on Compass. Enrolment Officer to process enrolments in accordance with standard process
* *Transition –* To be determined once further information provided. Follow standard school process and DET timeline for now
* *Exit Forms* to be emailed to families to complete and return electronically. Enrolment Officer to email relevant staff to confirm via email the checklist of items om the exit form and exit in accordance with standard process
* All forms and documents to be kept securely stored and file accordingly upon return to school
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| Payment of school fees or updating credit card details  | * Use the *Manual Credit Card Payment Form* (U:drive> Admin>Forms) to record family and payment details
* Process payment on Compass (Organisation>School Admin>Payment Plans>Process Immediate Payment) This payment will come through in the overnight Compass payment transaction and receipted into CASES21
* Stamp ‘PAID’
* Keep form securely stored and file accordingly upon return to school
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| Payment Plans  | * Use the *Payment Plan Authorisation Form* payment form (U:drive> Shared > Staff Info> Forms & Templates> Admin Forms) to record family personal detail, payment details and instalment dates
* Enter payment details into Compass (Organisation>School Admin>Payment Plans)
* Stamp ‘ENTERED’
* Keep form securely stored and file accordingly upon return to school
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 **Organisational Chart for Administrative Team and Education Support Team**

See attachment to this document for a list of all Administrative Team members and the entire Education Support Team and their respective roles to assist you with directing enquiries and requests for information or support.

**Redirected Calls to Voicemails**

General Office staff with direct phone lines to the community have been redirected so all voicemails are sent to the staff’s email. Voicemails are redirected to email for the following roles:

(Business Manager)

* (HR)
* (Enrolments/Transition)
* Accounts Receivable)
* (Accounts Payable)
* (Music Program)

The standard process for returning and following up of community enquiries and calls are to be followed.

**Admin and Individual Meetings**

Standard administrative meetings will be held weekly with the team via Teams or WhatsApp (TBC) to connect, share information and provide support to one another. Admin meetings will occur on a Monday morning as scheduled already in the calendar.

Individual meetings will be held fortnightly or as required to provide support, feedback and track PDP goals. Individual meetings will occur on the staff member’s already scheduled day in the calendar. Individual meetings may be shared between the Business Manager and HR Manager.

**School Email and Enquiries Management during a closure**

The School email is managed by the Executive Assistant and all enquiries will be delegated to the most appropriate person. For transparency and shared workload the following process applies for the Administration Team and standard General Office enquiries.

The staff members forwarded the original email from the Executive Assistant will be the person responsible for actioning the required enquiry and sharing this with other relevant staff members.

|  |  |  |
| --- | --- | --- |
| **Email / Enquiry Type**  | **Responsible Person** | **Role**  |
| Payment plan queries, set up, updating of credit card details and taking payments for school fees  |  | Accounts Receivable  |
| Instrumental Music payment plan queries, set up, updating of credit card details and program queries  |  | Music Administrator  |
| Family account queries or changes including charges on statements  |  | Accounts Receivable  |
| Thrive donation queries and receipts  |  | Accounts Receivable  |
| Resetting of Compass passwords  |  | Front Reception  |
| Administrative support or queries relating students and sub schools (Junior / Middle) |  | Sub School Admin  |
| Administrative support or queries relating students and sub schools (Senior) |  | Sub School Admin  |
| Lost property enquiries  |  | Sub School Admin  |
| Enrolment enquiries, student exits  |  | Enrolment Officer  |
| Cancellation of events on Compass  |  | Daily OrgAccounts Receivable  |
| Student attendance queries and notes/approvals updating and filing of schools emails to print upon reopening and filing |  | Front Reception |
| Updating of parent and student personal details and updating and filing of school emails to print upon reopening and filing |  | Enrolment Officer |
| Creditor accounts queries, invoices and statements  |  | Accounts Payable  |
| Facility and contractor service provider enquiries  |  | Business ManagerMaintenance  |
| School facility hire enquiries  |  | Business Manager |
| International student, homestay queries and support  |  | International Program Support  |
| First Aid quires and updating of information  |  | Front Reception  |
| Alumni membership and event queries  |  | Executive Assistant  |
| DET bulletin and emails  |  | Executive Assistant |
| Staff HR enquiries and support including absences and leave  |  | HR Manager  |
| Overdue library book charges and enquiries  |  | Library Technician  |
| Book club enquires and events  |  | Library Technician |
| PSD enquires and support  |  | Student Wellbeing Coordinator  |
| Financial support and hardship for school fees  |  | Business Manager  |
| Financial support and hardship for uniforms, devices, books etc.Thrive Empower applications  |  | Mental Health PractitionerHead of Student Services |

**Templates for standard emails**

To manage workload and ensure that correspondence to families is within the communication protocols of NHS please use the following templates to send to families. Templates can be edited where required for personal information and situation.

**Reply email form School email**

Dear XXXX

Thank you for your email.

I have forwarded your email onto the relevant person, who will be in touch within the next 48 hours.

Kind regards

XXXXX

**Resetting of Compass passwords**

Dear XXXX

Thank you for your email.

I have reset your Compass password for you. Your temporary password is XXXXX

You will be required to change this temporary password when you next login. Please keep this password safe.

*Did you know that you can reset your own password?* To reset your password on Compass please follow the attached step by step guide to assist you.

Kind regards

XXXXX

**Updating of family and student details**

Dear XXXX

Thank you for providing your updated personal details. These have now be updated in our school database and third party systems and should be reflected in Compass tomorrow.

Kind regards

XXXXX

**Attendance notes and approvals**

Dear XXXX

Thank you for your email.

I have updated the attendance note/approval in Compass as per the information you have provided. This should now be reflected in Compass.

Kind regards

XXXXX

**Donation letters and receipts sent via email**

Dear XXXX

Thank you kindly for your generous donation. Please see attached your receipt of payment.

Given the circumstances, this letter has not been signed by the Principal. Should you require a signed copy of this letter, we can provide this to you at a later date.

Kind regards

XXXXX