

# BUS COORDINATOR - KALKALLO

POSITION  
DESCRIPTION



<b>Reporting to:</b>	<b>Assistant Principal Kalkallo</b>
<b>Status:</b>	<b>Ongoing</b>
<b>Employment:</b>	<b>Part time</b>
<b>Salary:</b>	<b>General Staff Level 4</b>
<b>Date Prepared:</b>	<b>March 2024</b>

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## Position Context

Hume Anglican Grammar is an independent, multi-campus, co-educational and Anglican Diocesan School offering education from Prep to Year 12 in the Northern growth corridor of Melbourne. We aim to provide our students with an education that prepares them for the challenges of life, equips them to contribute to the community in an environment based on Christian values and at a cost affordable to as many families as possible. It is our fundamental belief that young people who are genuinely happy will engage, aspire, and thrive within our learning community. By establishing high standards in all that we do, every student is encouraged and supported to discover and fulfil their unique potential.

Hume Anglican Grammar has an open enrolment policy so educates children from many faiths and with a diverse range of backgrounds and abilities. It has a strong sense of inclusivity and a community-minded focus. We are a progressive school, not just in the development of buildings and grounds, but also in innovative thinking and advancements in our approach to teaching and learning. This is led by a group of dedicated and expert teachers who practise their craft with skill, and by building the strongest of relationships with our students. It is not by chance that we have young people who readily display warmth, humour and respect for one another and their teachers.

Since 2011, the School has occupied the Mt Ridley P-12 campus of 10 hectares, this site will ultimately have 1,428 students. In 2019, it opened an 8-hectare second campus in Donnybrook. Currently numbering 840 students, it will ultimately have an enrolment of 1,596 from Prep to Year 12. At Donnybrook, the Secondary school commenced last year so now has 280 Year 7 and 8 students. Each year as additional classes and year levels are added, it will progress to offer Year 12 in 2028.

In 2023, the School opened its third campus in Kalkallo, as a Primary (P-6) school and as feeder to the Mt Ridley and Donnybrook Secondary schools, it will follow a similar growth pattern to Donnybrook with eventually 588 students.

This year, the school has 2,678 students and employs some 270 staff - 185 teaching and 85 non-teaching. Currently, the student enrolment at each campus is at Mt Ridley 1,418, Donnybrook 868 and Kalkallo 392.

The school is on a growth trajectory and in 2025 is projected to increase to 2,912 students (Mt Ridley 1,428, Donnybrook 1,008 & Kalkallo 476) and ultimately have some 3,612 students (Mt Ridley 1,428, Donnybrook 1,596 and Kalkallo 588) with a corresponding cohort of teaching and general staff on its three campuses with plans for further expansion.

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## Purpose of the Position

The Bus Coordinator is responsible for the day-to-day operational organisation of the school's private bus service for the Kalkallo campus and plays a pivotal role, as part of the bus administration team, in the administration of the service across the School.

The role has joint responsibility for the end-to-end management of the school's private bus service, including, but not limited to, the monitoring of daily bus routes, addressing parent and student queries, notification of delays to parents before/after school, route planning and acting as a liaison

between the School and its bus provider with regards to the Kalkallo campus. The role is also responsible for ad hoc bus bookings for extra curricular and co-curricular activities for the Kalkallo campus.

This role has the significant responsibility for providing high-quality and professional customer service as well as exceptional administrative support across the general Administration team.

The Bus Coordinator upholds a high level of integrity and trust. They will promote a culture of mutual respect, encouragement and work with others in a professional, ethical and co-operative manner.

The Bus Coordinator supports and models the School's values and Christian ethos when dealing with all stakeholders. They serve as good ambassadors of the School and promote its policies and exemplify its standards.

The Bus Coordinator is a part of the General Staff and works proactively and collaboratively in a team environment to support and enrich their collective responsibilities.

The Bus Coordinator works in collaboration with the rest of the Bus Administration team and wider administration staff and reports to the Assistant Principal (Primary) - Kalkallo on a day-to-day operational basis, and ultimately as a General Staff Member, to the Business Manager. They also work closely with the Finance Manager, who is responsible for management of the Bus service provider and strategic planning, at a School level.

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## Nature of the Position

The Bus Coordinator position is shared over two part-time (shift) ongoing roles commencing as soon as possible. The hours of work are from 7:00am to 12:00pm (morning shift) or 12:30pm to 5:30pm (afternoon shift).

Upon commencement, this position will be based at the Kalkallo Campus. Please note that the role may require work to be performed in other locations.

This position is entitled to 5 weeks of annual leave and 6 weeks of unpaid leave pro rata. Due to the bus service running while the School is in operation, all paid and unpaid leave must be taken during non-term weeks.

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## Responsibilities and Duties

Responsibilities include but are not limited to:

- Part of the Bus Administration team responsible for the end-to-end management of the school's private bus service
- Day-to-day operational organisation of the service for the Kalkallo campus
- Maintenance of the School's bus management system, Bus Minder
- Monitoring of daily bus routes including following up to understand exceptions i.e. wrong stops, route deviations, delays, travel without pass etc
- Processing new bus enrolments and allocating new students in Bus Minder
- Addressing parent and student queries
- Assist with route planning and changes to existing routes as required
- Providing analysis and ongoing review of bus routes, bus utilisation, applications and interest to make recommendations to Management on changes to improve the service
- Acting as a liaison between the School and its bus provider with regards to the Kalkallo campus, including being present at the School bus stop each morning and afternoon at designated times for the arrival and departure of buses
- Liaising with the Finance team as required in relation to billing and account queries
- Ad hoc bus bookings for extra curricular and co-curricular activities for the Kalkallo campus
- Carrying out other duties as directed by the Principal

### General

- Contributing to the development and maintenance of the school's administrative systems and procedures to ensure efficiency and effectiveness.
- Applying the School's Privacy Policy and Australian Privacy Principles and ensure measures are employed to maintain the strictest level of confidentiality.

- Promoting the effective and efficient management and administration of Hume Anglican Grammar by providing administrative support where needed.
- Carrying out other duties as directed by the Principal.

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## Qualifications, Skills and Experience

### Essential

- Demonstrated experience working in a busy School or similar environment.
- Strong capability working in a team environment.
- Highly proficient computer skills in the MS Office Outlook, Word and Excel.
- Data entry experience, preferably working with a database.
- A current Working with Children check.

### Desirable

- Experience working with buses or other transport providers
- Certification in Business Administration or equivalent.
- Knowledge of the Synergetic School Management System.
- Knowledge of the Bus Minder Bus administration system.
- Experience working within a School environment.

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## Personal Qualities

### Essential

- Demonstrates a passion and commitment to the vision and values of Hume Anglican Grammar.
- Excellent problem solving and analytical skills, solutions orientated with the ability to think 'outside the box'.
- Highly motivated with a passion for customer service, including an empathetic phone manner and professional personal presentation.
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- Cultivates trust, credibility and honesty.
- Excellent written and verbal communication and interpersonal skills to build and maintain strong relationships with staff, students, parents and the community.
- Good organisational skills, planning, and higher-order thinking capabilities.
- Exercise ownership and concern for quality of own work reflected in accuracy and outstanding attention to detail.
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines.
- A resourceful team member who is able to operate in a collaborative and inclusive manner.

### Desirable

- Demonstrated interest in ongoing personal professional development.

**This Position Description may be altered from time to time to meet the operational needs of the School.**

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## Additional Information

## **Confidentiality**

The Bus Coordinator is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of the individual staff member, parent and student is respected and maintained at all times.

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## **Key Selection Criteria**

1. Demonstrated experience in a school or similar busy setting.
2. High level communication skills (both written and verbal) and the ability to provide outstanding customer service to build rapport with parents, visitors, students and staff.
3. Excellent problem solving and analytical skills, solutions orientated with the ability to think 'outside the box'.