

Role Description

Position Title	Receptionist	Direct reports	N/A
Department	General Administration	Classification	Agreed Rate
Responsive and Reporting to	Business Manager	Employment Status	Continuing
Overall Reporting to	Principal	Date	January 2020

The Organisation

At Christ Church Grammar School, we inspire and ignite hearts and minds. Our school was founded in 1898 and is a leading inner city, independent, Anglican, coeducational primary school that provides an outstanding education for children through until Year 6.

Our breadth and depth of expertise makes us unique.

Our Vision

We aspire to be the leading coeducational school for children through to Year 6.

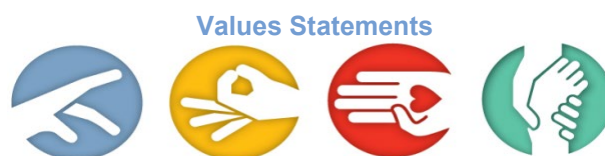
Our Mission

- We foster caring, supportive and enduring relationships with children, families and the community
- We ensure our children learn in an environment grounded by love and faith
- We enable every child to be their best
- We embrace explicit, evidence-based learning

Our Values

- Cherishing individuality
- Inspiring excellence
- Thinking globally
- Showing respect
- Having faith

All we do is embedded in respect, integrity, empathy and courage.



Cherish individuality

Through acknowledgement and acceptance of all children's individuality, learning is personalised. Diversity is celebrated and everyone's uniqueness is appreciated. Staff, parents and children at our school are cherished and valued. We develop and nurture trusting relationships based on respect and honesty.

Inspire excellence

Inspiring excellence means to be, do and give of our best in all aspects of school life. We believe in setting high standards and we have a passion for what we do. We trust in each other and have faith. Professional collaboration and teamwork are key components to continual improvement and high standards. Communication, knowledge and support for parents and teachers are vital elements of our school life.

Think globally

We embrace open dialogue within and beyond our school. We accept and understand connectedness and our curriculum embraces the exploration of other cultures. We constantly strive to make multi-faceted connections with the broader community and we are committed to having the capacity to extend our reach beyond the boundaries of the school.

Show respect

We treat others how we would like to be treated and look after our environment. We model, show and expect respect in all aspects of school life. We believe that our expectations must be consistent and that people should feel comfortable to have open conversations in order to achieve great outcomes.

Have faith

We embed the Anglican faith into our daily practice and interactions. We also acknowledge and respect other faiths. We believe in fostering a culture of respect and faith and we have faith in all members of our community.

Your Team/Your Role

The School Receptionist is responsible for managing all aspects of the School's front office to create a positive initial impression of Christ Church Grammar School.

Key Responsibilities

Reception

- Answer incoming calls promptly and direct to appropriate extensions, announcing the caller first
- Take messages received via phone or in person and forward via email as received
- Advise callers if they are unsure of who to speak to about a matter
- Help visitors to the school by directing them to their appointments
- Ensure visitors sign in/out of the School including CRT's and ensure Working With Children's Check is captured and active
- Ensure all visitors are wearing a name or visitor's badge
- Sign for and follow up delivery of all parcels for staff/students
- Ensure that the Reception area is tidy at all times
- Maintain various information logs including car registration details
- Call parents of students that have not been picked up and supervise until collected
- Direct calls/e-mails for the Principal and Deputy Principal to the EA and in their absence
- Helping children as required
- Relieve staff in the Health Unit Centre as required

Mail

- Coordinate internal mail basket for internal and external mail
- Sort mail and distribute to appropriate staff
- Prepare and coordinate mail outs (including reports, Parent Sessions, End of Year letters, NAPLAN results etc.) via email or posts as required
- Provide assistance with all outgoing mail, including courier bookings

Communication

- Check emails received via Reception account and reply, answer, forward as required
- Forward messages to students in a timely manner, as requested by parents/staff

Bookings

- Manage room bookings for rooms as required

Ordering

- Maintain, stock levels and unpack Office stationery, including paper
- Process stationery requests from staff, including start of year and term by term restocking, liaising with staff
- Order Staff name badges and classroom name tags

General Administration

- Manage attendance and follow up unexplained absences of all students by 9:30am each day
- Maintain and update family data on the School's database including items such as the MEECYDA data
- Maintain student records in TASS and physical files in a timely fashion
- Ensure a register of WWC Check Registrations is up to date (Visitors and Parents)
- Maintain responsibility for filing and filing system for General Office files, ensuring student files are kept up to date
- Assist with reporting (including preparation of reporting letters, envelopes and address labels, correcting reports) and ensure they are uploaded online.
- Edit letters, type/print/distribute stickers, as required
- Liaise with external providers (including afterschool care) to support with the management of children
- Liaise with school support groups particularly in relation to the preparation of the Bluey, flyers and brochures
- Maintain pigeonholes and general information in staff room
- Send faxes, scan documents and distribute those received
- Photocopy or assist with administrative tasks as requested by the Business Manager
- Update class list and staff contact lists as required and extract lists/contacts each term for staff access on shared drive
- Demonstrate full awareness of work health and safety issues and procedures, complying with these and taking responsibility for one's own health and safety
- Taking a lead role in promoting and supporting student, staff and visitor safety and wellbeing, anticipating and responding accordingly to potential threats
- Be familiar with emergency procedures and being ready to implement them if necessary
- Manage Birthday cards
- Assist with other CCGS events and functions as required

- Maintain kitchen including kitchen supplies and ensure that it is kept in a tidy manner
- Assist with other administrative duties as directed by the Business Manager
- Any other duties as required which may include administrative support for Principal/Deputy Principal.

Other

- Assist the Co-curricular Coordinator and Business Manager in the Co-curricular program including liaising with external providers and manage enrolments into these activities
- Student administration and family communications
- Supporting the Reception/Health Unit Centre with administrative duties if required.

Professional Development

- Keep up to date with academic research, practices and issues
- Attend appropriate seminars and courses
- Maintain relationships with professional associations
- Participate in the School's Professional Development and Review process
- Sustain active professional reading

Service and Teamwork

- Serve as a good ambassador of the School. This includes conducting oneself in accordance with the professional standards of the School, including being well-groomed and wearing appropriate professional attire
- Take an active part in the general life of the School — supporting policies, procedures, aims and objectives in order to facilitate the day-to-day operation and promote a high quality of education within the School
- Uphold and support the guidelines for staff and student behaviour and dress.
- Carry out extra duties as required, for example, grounds duty, internal relief, special Chapel services, parent information evenings, and Speech day ceremony
- Maintain professional confidentiality concerning information about staff, School families and students
- Strive to implement productivity, quality and service improvements on a continual basis
- Undertake and apply Work, Health and Safety requirements in the workplace
- Operate as a 'team player' at all times and fully support the Principal, Executive Team and activities of the School

Performance Feedback

Participate in the School's Annual Appraisal.

Child Safety

All personnel working at the School in any capacity (including volunteers, contractors, teaching staff, administrative staff etc.) must be aware of the Child Safe Standards as outlined in Ministerial Order 870 and must comply with the School's policies and practices related to these.

Environment, Health and Safety

1. Complies with the School's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager

4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the workplace
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the School in relation to activities taken by the School to comply with OH&S and environmental legislation

Equity, Diversity and Inclusion

1. Models and promotes appropriate behaviour in relation to equity and diversity principles and practices and policy.
2. Embraces the School's equity and diversity initiatives, strategies and implementations in staff equity/diversity related areas.

Your Relationships

Your role requires interaction with the following stakeholders:

Internal

- All staff
- Principal
- Business Manager

External

Parents
Related providers

Key Selection Criteria Experience, knowledge and Skills

As a **suitable** candidate, you will have:

- Clear and professional communication skills and an ability to build relationships with a range of people and groups within the school community, including but not limited to parent bodies, sporting groups and the extended community
- Professional presentation and strong customer service skills with a friendly and courteous manner
- Ability to think clearly and to remain calm when under pressure
- Strong attention to details and ownership of tasks
- Proactive approach to planning tasks and anticipating requirements of other staff and students
- Honesty, patience and sense of humour
- Knowledge of School database programmes and
- A courteous and kind manner
- The ability to maintain confidentiality at all times

As an **ideal** candidate, you will **also** have:

Knowledge of School database programs

As a **suitable** candidate, you will have completed:

- Diploma related qualifications
- Demonstrated experience working in a similar position - similar industry (preferable)
- First Aid Training (desirable)

Workplace Behaviours

In your role, you are expected to adhere to the School's Behaviours which are listed below:

Courage *our team...*

- Admit mistakes
- Have honest conversations
- Believe in themselves and each other
- Stretch beyond their comfort zone
- Are prepared to do things that are not always easy
- Take action, where needed
- Resolve issues
- Enact our values and convictions
- Take risks
- Have zero tolerance to bullying

Integrity *our team...*

- Do the right thing, even when no-one is watching
- Are honest and truthful
- Support each other
- Are objective and open
- Live our values
- Honour their word – if we make a promise, we keep it

Respect *our team..*

- Are honest with each other
- Appreciate opportunity
- Are kind to each other
- Are accountable – we follow through
- Take pride in what we do
- Include everyone
- Support each other
- Value differences
- Look after the property of others
- Listen and acknowledge each other's opinions
- Have an open mind
- Acknowledge effort
- Value confidentiality

Empathy *our team*

- Listen and acknowledge each other
- Help each other
- Are authentic and genuine
- Are respectful and care deeply
- Do what we say that we are going to do

Classification Description

In accordance with the Christ Church Grammar School's Enterprise Bargaining Agreement (EBA) 2018-2021 or subsequent agreement.

Declaration

I _____ acknowledge that I have read and understood the **Receptionist** role description which forms part of my employment contract from the date of issue.

I accept that the role description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: _____ (signature) Date: _____