

RECEPTIONIST & FIRST AID OFFICER

POSITION

DESCRIPTION



Reporting to:	Assistant Principal – Primary (Donnybrook)
Status:	Fixed Term
Fraction:	Full-time (5 weeks' annual paid leave, 2 weeks' unpaid leave)
Hours:	38 hours per week; 8:00am – 4:06pm Monday to Friday
Salary:	General Staff Level 3
Location:	Donnybrook Campus
Prepared:	May 2021

Position Context

Hume Anglican Grammar is a dual campus co-educational 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.

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.

In 2019, the School opened its second campus on an 8-hectare site on Donnybrook Road, 10kms and 10 minutes from the Mt Ridley campus. Commencing with junior primary, each year additional classes and year levels will be added so the campus will have an enrolment of 1,300 from Prep to Year 12. This year, the school has a total enrolment of over 1,630 students (Mt Ridley 1,260 and Donnybrook 370) and employs 166 staff - 118 teaching and 48 non-teaching.

The school is on a growth trajectory and in 2022 is expected to enrol over 1,800 students (Mt Ridley 1,350 and Donnybrook 450). It will ultimately have some 2,700 students on the two campuses with plans for further expansion.

Purpose of the Position

The Receptionist and First Aid Officer plays a pivotal role in the organisation of the Administration office for the Donnybrook campus and is one of the first points of contact for enquiries. The positive message conveyed in this initial interaction is immeasurable in terms of portraying the image of the School. They also fulfil the role in caring for sick or injured students including their immediate care, seeking medical assistance, contacting parents, communicating events and maintaining medical records.

Upholding the highest standards of customer service, the Receptionist and First Aid Officer upholds a high level of integrity and trust. They represent the School with self-confidence and sensitivity and embody dignity and formality. They act as consummate ambassadors when dealing with visitors and members of the school community and are outstanding hosts. They promote a culture of mutual respect, encouragement and work with others in a professional, ethical and co-operative manner.

The Receptionist and First Aid Officer supports and models the School's values and Christian ethos when dealing with all stakeholders. They serve as exemplary representatives of the School and promote its policies and exemplify its standards.

The Receptionist and First Aid Officer is recognised as very organised and self-disciplined. They have high standards and strive to improve their own practice and to make efficiencies in the school setting. The Receptionist and First Aid Officer reports to the Assistant Principal – Primary (Donnybrook), is a part of the Administration Staff and works collaboratively in a team environment to support and enrich their collective responsibilities.

Nature of the Position

The Receptionist and First Aid Officer will commence at the Donnybrook campus. However, in the future it may be required to perform part or all of the work at other locations.

All paid and unpaid leave must be taken during non-term weeks. Hours of work are from 8:00am to 4:06pm including a 30-minute meal break.

Responsibilities and Duties

Subject to the discretion of the Principal, the Receptionist and First Aid Officer will undertake all responsibilities pertaining to the conduct of reception, provide general assistance to staff, and care for the welfare of students.

Roles and responsibilities will include:

Receptionist

- Managing the Front Desk and switchboard of the School
- Answer and action all telephone calls promptly.
- Greet and assist all visitors to the reception.
- Actively maintain visitor sign-in security system.
- Provide assistance and support to the Registrar and the Enrolment & Information Officer and operate as a member of the Enrolments team.
- Appropriately respond to enrolment enquiries.
- Setup of staff room (i.e. tea and coffee facilities, etc.) upon arrival.
- Setup of staff utility room (i.e. photocopier paper, etc.) upon arrival.
- Check and accept all deliveries to reception.
- Receive, send and distribute faxes/emails as required.
- Maintain the Reception area in a clean and tidy manner and in accordance with OH&S Policy and procedures.

Assisting with general administrative tasks including:

- Maintain register of Working with Children Checks for visitors and parent helpers.
- Organise couriers and taxis as required.
- Assist the administration team with mail outs.
- Coordinate and sort internal and external mail.
- Manage the School mobile phone bookings.
- Update staff pigeonholes.
- Operate within the Administration team proactively providing assistance and support.

First Aid Officer

- Attending to unwell or injured students
- Communicating with parents to the welfare of their children
- Maintaining records of attendance at the Health Centre, including treatment notes
- Maintaining and updating records of student medical conditions and allergies
- Ensuring that student medication accompanies students when they are off campus for any reason during the school day.
- Documenting incidents and assisting in the notification of the incident to the relevant authorities
- Working in close collaboration with the Mt Ridley Campus First Aid Officer

Supporting Assistant Principal – Primary (Donnybrook)

- Promoting the effective and efficient management and administration of Hume Anglican Grammar by providing administrative support to the Assistant Principal – Primary (Donnybrook) as required
 - Carrying out other duties as directed by the Principal or their delegate.
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Qualifications, Skills and Experience:

Essential

- Experience in a customer service role
- Highly Proficient computer skills in the MS Office suite including Outlook and Word.
- Current Working with Children Check or VIT Registration.
- Willingness to obtain "Provide first aid" certification, including Asthma and Anaphylaxis Management training (training can be provided by the School, if required)

Desirable

- Certification in Office Administration or equivalent
 - Experience as a Receptionist within a school, or similar environment
 - Excellent organisational skills, planning and problem-solving capabilities.
 - Demonstrated experience using PowerPoint and Excel.
 - Knowledge of the Synergetic School Management System
 - Experience in working with Primary School aged children in a formal setting.
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Personal Qualities

Essential

- Commitment to customer service and continuous improvement
- Good writing and verbal communication and interpersonal skills to build relationships with key stakeholders.
- A flexible approach to work and being adept at prioritising, operating under pressure and managing multiple tasks to meet strict deadlines.
- A high level of loyalty and discretion, and the capacity to maintain the strictest levels of confidentiality.
- Friendly, warm and caring demeanour
- Outstanding attention to detail, and a personal sense of initiative, enthusiasm and high energy
- Commitment to respect and maintain confidentiality.
- Excellent communication and interpersonal skills to build relationships with staff and visitors.
- Ability to work autonomously and as part of a group as a supportive and collaborative team player.
- Ability to receive and respond to constructive feedback.

Desirable

- Demonstrated interest in ongoing personal professional development.
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Key Selection Criteria

1. Experience working in a customer service role in a school or similar setting.
2. Excellent communication and interpersonal skills to build relationships with students, staff, visitors and parents.
3. Excellent organisational skills and the ability to plan and show initiative.

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