

RECEPTIONIST

POSITION DESCRIPTION



Title:	Receptionist
Reporting to:	Assistant Principal – Primary (DB)
Status:	Fixed Term
Employment:	Full time: 8:00am – 4:06pm
Salary:	General Staff Level 3
Date Prepared	January 2022

Position Context

Hume Anglican Grammar is a multi-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 and 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.

Since 2011, the School has occupied the Mt Ridley P-12 campus of 10 hectares which will ultimately have some 1,400 students. In 2019, it opened a second campus in Donnybrook. Commencing with junior primary, each year additional classes and year levels are added so the Donnybrook campus will eventually have an enrolment of 1,300 from Prep to Year 12.

This year, the school is expected to have a total enrolment exceeding 1,900 students (Mt Ridley 1,345, Donnybrook 480 and 110 Kalkallo students accommodated at Donnybrook) and employ 210 staff - 150 teaching and 60 non-teaching. Next year, the School will open its third campus in Kalkallo, as a Primary (P-6) school and as a feeder to the Mt Ridley and Donnybrook Secondary schools, it will follow a similar growth pattern to Donnybrook, with eventually some 600 students. This year, the first classes for the new campus will commence and be accommodated at the Donnybrook campus, to then move to the new site in 2023.

Purpose of the Position

The Receptionist plays a pivotal role in the organisation of the Administration office and also holds a number of responsibilities in the Student Services area in maintaining the complete records of current students at the School. This role has the significant responsibility for providing high quality and professional customer service as well as exceptional administrative support to the Enrolments team.

The Receptionist 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 Receptionist 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 Receptionist is a part of the General Staff and works proactively and collaboratively in a team environment to support and enrich their collective responsibilities. The Receptionist reports, on a day-to-day basis, to the Assistant Principal – Primary (DB), and ultimately, as a General Staff member, to the Business Manager.

Nature of the Position

The Receptionist position is a fixed term placement commencing ASAP through to late July 2022, (dates are subject to change). The hours of work are from 8:00am to 4:06pm including a 30-minute meal break.

Upon commencement, this position will be based at the Donnybrook Campus. Please note that in the future this role may be required to be performed at other locations.

This position is entitled to 5 weeks annual leave pro rata. All paid and unpaid leave must be taken during non-term weeks.

Responsibilities and Duties

Receptionist responsibilities include:

Manage Reception and switchboard of the Donnybrook Campus:

- Answering and actioning all telephone calls promptly.
- Greeting and assisting all visitors to the reception.
- Actively maintain visitor sign-in security system.
- Providing assistance where required to the Admissions Manager and operate in support of the Enrolments Team.
- Appropriately respond to enrolment enquiries.
- Setting up of staff room (i.e. tea and coffee facilities, etc.) upon arrival.
- Setting up of staff utility room (i.e. photocopier paper, etc.) upon arrival.
- Checking and accepting all deliveries to reception.
- Receiving, sending and distributing emails as required.
- Maintaining the Reception area in a clean and tidy manner and in accordance with OH&S Policy and Procedures.
- Providing cover for other reception areas within the school from time to time as required.

Assist with general administrative tasks including:

- Maintaining register of Working with Children Checks for visitors and parent helpers.
- Organising couriers and taxis as required.
- Cross-checking school attendance records with electronic bus rolls to ensure accuracy for the afternoon bus run.
- Assisting the administration team with mail outs.
- Coordinating and sort internal and external mail.
- Managing the School mobile phone bookings.
- Assisting in managing the archive register.
- Assisting the Accounts Receivable Department by taking fee payments over the phone or in person.
- Supporting the Executive Assistants as required.
- Operating within the Administration team proactively providing assistance and support.

Enrolments and Student Services assistance including:

- Assisting and supporting the Enrolments team at school Discovery Tours, Open Day and leading up to the Scholarship testing period.
- Assisting with the maintenance of the school database for current students by updating student and family information through the management of the Student Services Inbox.
- Assisting with current student file management systems, including preparation of new student files (both hardcopy and electronic), checking for completeness and archival of past student files.

- Assisting with the ongoing maintenance and audit of current student records to ensure accuracy of information, including contacting, requesting and scanning relevant documents and information from parents, including Birth Certificates, Immunisation Records, Visa Grant Notices, Court Orders and more.
- Managing parents' access to the online communication portal (PAM).
- Assisting with the collection student information as a part of the School's accountability requirements including, but not limited to, CSEF Funding, SFO reporting, Census Reporting, student attendance (Austudy/Abstudy), Student Transfer documentation and the Annual Report.

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.

Qualifications, Skills and Experience

Essential

- Demonstrated experience working on a busy reception desk.
- 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

- Certification in Business Administration or equivalent.
- Knowledge of the Synergetic School Management System.
- Experience working within a School environment.
- Experience working in a role which has operated via a similar role structure (i.e. job share, handovers, etc.).

Personal Qualities

Essential

- Demonstrates a passion and commitment to the vision and values of Hume Anglican Grammar.
- Highly motivated with a passion for customer service, including an empathetic phone manner and professional personal presentation.
- Reliability and flexibility to ensure that job share work arrangements such as providing relief cover during periods of leave operate effectively in the workplace.
- 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, analytical and high-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.

Additional Information

Confidentiality

The Receptionist 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.

Key Selection Criteria

1. Demonstrated experience as a receptionist in a school or similar 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 time management and organisation skills, including the ability to plan and show initiative.