

## COLLEGE RECEPTIONIST POSITION DESCRIPTION

<b>POSITION REPORTS TO:</b> Office Manager	<b>AWARD:</b> Entitlements under the Catholic Education Multi Enterprise Agreement 2022 (or its successor)
<b>CLASSIFICATION:</b> Dependant on experience	<b>TERMS OF EMPLOYMENT:</b> Full-time (12 Month Contract), possibility of ongoing
<b>ANNUAL LEAVE:</b> As per the CEMEA Award	<b>REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>• Annual Review Meeting</li> <li>• Evidence of the right to live and work in Australia</li> <li>• Police Record Check</li> <li>• Working with Children Check (Employee)</li> </ul>
<b>COMMENCEMENT DATE:</b> As soon as possible by negotiation	<b>TO BE REVIEWED BY AND DATE:</b> Annually

### CONTEXT

A Catholic school is responsible for ensuring the highest value is placed on leadership and vision in educating young people about the Church's mission of faith development.

Nazareth College is a Catholic Co-educational Regional Secondary College established in 1986. It is a learning community centred on the person of Jesus Christ. We foster a culture of Faith, Wisdom, and Knowledge through learning and teaching in the Catholic tradition.

Nazareth College acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands where we live, learn and work. The Nazareth community is committed to the safety, well-being, and protection of all children in our care.

### *'Pilgrims of Hope'*

***May the God of hope fill you with all joy and peace in believing, so that you may abound in hope by the power of the Holy Spirit. (Romans 15:13)***

### OVERVIEW OF ROLE

The Receptionist is part of the Administration team, which supports the mission and vision of the College. The prime purpose is to support the students, staff members and wider College Community in Administration. This role requires daily contact with staff members, parents and students.

The Receptionist is the first point of contact at the College, and they are responsible for welcoming all students, staff members, parents and key stakeholders and directing them as necessary. They will also provide backup support (as required) to Deputy Principals and Student Services. They will be energetic and possess excellent customer service and interpersonal skills. This role requires frequent contact with staff members, parents, students and key stakeholders, and they must have the capacity to develop an understanding, rapport and trust with all.

They will actively support and promote the values inherent in a Catholic school, be highly professional in all aspects of the role and display proficiency in organisation, communication, consultation and decision-making. They will also be required to be familiar with and comply with the College's Child Safety Policy and Code of Conduct. They will provide students with a child safe environment, proactively monitoring and supporting student well-being.

## **RECEPTION DUTIES**

- Create a warm and welcoming atmosphere for Staff, students, families and stakeholders;
- Liaise with Staff, students, parents, members of the public, and other schools and organisations sensitively and professionally regarding their areas of concern/inquiries and refer these to the appropriate member of Staff.
- They must have the ability to work in a team environment to ensure effective and efficient administration services on all projects across a diverse range of Staff across the College;
- Attend to all students, Staff, parents, and external providers, whether it is over the counter, by phone or via email;
- Welcome visitors and guests, issue their visitor passes, and direct them appropriately in accordance with college policies regarding building security;
- Liaise with Staff, students, parents, members of the public, other schools and organisations sensitively and professionally regarding their areas of concern/inquiries and refer these to the appropriate member of Staff;
- Maintain telephone (e.g. voice mail, system orientation, updating extensions, etc) to provide essential telephone communication within the College;
- Respond to emergency calls to notify appropriate parties to address immediate safety and/or security issues;
- Preparation of PowerPoint presentations, spreadsheets, reports, correspondence, and information as requested;
- Proactively liaising with other support staff on shared projects and processes;
- Manage the dispatch of incoming and outgoing mail.
- Proactively liaising with other Staff on shared projects and processes;
- Attend to staff requests for administration assistance.
- Maintain student bus route applications and liaise with the College bus company.
- Updating database systems as directed
- Address logged Administration Services Requests.
- Contribute and attend office administration meetings.
- Assist parents with receipting of fee payments over the front counter;
- Providing reports and distributing as directed.
- Ensure the Reception and front office areas maintain a professional image.

## **GENERAL ADMINISTRATION**

- Work in a team environment to ensure effective and efficient administration services on all projects across a diverse range of Staff across the College;
- Exceptional grammar and proofreading skills, with the capacity to develop all college letters.
- Attend to all students, Staff, parents and external providers, whether it is over the counter, by phone or via email, in a timely and efficient manner;
- Provide effective and efficient administrative support (as required);
- Develop and maintain efficient document and file management systems – hard copy and electronic;
- Provide backup support for other office staff when necessary;
- Assist with research, prepare documents and draft correspondence as directed;
- Appropriately manage and act upon confidential correspondence and phone calls;
- Absolute discretion and the ability to maintain confidentiality with all aspects of the role;
- Liaise with students, Staff and parents regarding appropriate issues and resolutions in a calm, professional, and efficient manner;
- Build and sustain positive relationships with Staff, parents, students and other members of the Nazareth Community;
- Facilitate and provide quality and efficient written and verbal communication between all members of the School Community, actively promoting the School's mission;
- Manage the accurate processing and filing of reports, records and other correspondence;
- Maintain document and file management systems as directed.
- Compile and collate relevant data and documentation.
- Provide administrative support to the Heads of House and Instructional Leaders as required;

- Provide administrative support for Student Assemblies, Masses, Parent Information Sessions, Student Progress Meetings and other College events as directed.
- Other duties as directed by the Principal or Officer Manager.

### **COMMUNICATION**

- Attend to all correspondence, emails and telephone calls in a timely and professional manner;
- Absolute discretion and the ability to maintain confidentiality with all aspects of the role;
- Liaise with students, Staff and parents regarding issues and resolutions in a calm, professional, and efficient manner;
- Build and sustain positive relationships with the Nazareth Community.
- Facilitate and provide quality and efficient written and verbal communication between all members of the School Community, actively promoting the School's mission.

### **EVENT MANAGEMENT**

- Assist in events and venue bookings, including administrative tasks and follow-up communication;
- Provide administrative support for Assemblies, Masses, Parent Information Sessions, Student Progress Meetings and other College events as directed;
- Arrange catering for school events as requested.
- Assist in the organisation of major events including, but not limited to, Graduation, Presentation Night, and Year 12 Valedictory Service.

### **PROFESSIONAL EXPECTATIONS**

- Implement decisions and procedures as directed by the College Leadership Team;
- Support the Catholic Ethos, Child Safe Policies, School Policies and Procedures and Statement of Principles Regarding Catholic Education.
- No position description can be entirely comprehensive, and the incumbent will be expected to carry out such other duties as requested by the Principal or his delegate as may be required from time to time and are broadly consistent with the responsibilities of this position description;
- This position may require the incumbent to attend meetings, functions and school events outside regular working hours. Some duties may need to be performed at times other than during the school day or when students attend.
- Follow College policies and procedures, including the Occupational Health and Safety Act 2004 and Equal Opportunity Act.
- Perform duties professionally and respectfully and act as a role model.
- Neither during nor after the period of employment/engagement with, except in the proper course of their duties or as permitted by the organisation or as required by law, divulge any confidential information concerning the College to anyone.
- Commit to ongoing professional development.
- Participate in the staff review process annually.
- Attend whole-school events such as Open School, Nazareth Day, Assemblies, Staff Reflection and professional learning days, Liturgies, and other events required by the Principal.
- Communicate information of a serious nature to the Principal or Leadership Team.

### **CHILD SAFETY**

Every person employed at Nazareth College is responsible for understanding their role to ensure that all students' care, well-being and safety are at the forefront of every decision they make. Nazareth is committed to ensuring all Staff act in a manner that promotes the inherent dignity of every student and their fundamental right to be respected and nurtured. All Staff must:

- Be informed and comply with the College's obligations concerning Child Safe Standards and report cases of suspected child abuse per legal obligation under Ministerial Order No. 1359 Child Safe Standards
- Attend and take part in child protection training, including online modules.
- Promote the cultural safety, participation and empowerment of students and their families identified as vulnerable, students with a disability, linguistically and culturally diverse students and Aboriginal and Torres Strait Islander students

## SELECTION CRITERIA

Nazareth College, Noble Park North recognises and values each applicant's unique gifts, talents, and experience. The criteria listed below will inform the selection process.

1. Support of the vision and mission statements of our learning and faith Community
2. The ability to communicate effectively and positively, ensuring productive interchange and professional conversation with the School Community
3. It would be desirable for the incumbent to possess certification in Administration or relevant business qualifications and experience.
4. Demonstrated skills in Microsoft Suite (Word, Excel, Teams, PowerPoint) and knowledge and experience of Synergetic SIMON.
5. A commitment to pursuing and maintaining professional knowledge and skills
6. Committed to creating an environment where all students' safety, well-being and participation are paramount.
7. Well-developed organisational and interpersonal skills, including a demonstrated ability to work effectively, independently and collaboratively in a team environment. including the ability to manage information and correspondence with confidentiality, discretion and diplomacy with Staff, students, parents/guardians and key stakeholders
8. Flexible and able to operate effectively in a changing environment
9. Sound understanding of child-safe standards and mandatory reporting requirements as they apply to Nazareth and a strong commitment to providing a child-safe environment
10. Ability to work under limited direct supervision and to exercise discretion within established work practices

## KEY ORGANISATIONAL RELATIONSHIPS

<b>INTERNAL</b>	<b><u>EXTERNAL</u></b>	<b><u>MEETINGS</u></b>
Principal Leadership Team Office Manager Students Staff	Parents Visitors Contractors	Staff Meetings Administration Meetings Annual Reviews