



# JOB DESCRIPTION & PERSON SPECIFICATION

## School Receptionist – Part Time

<b>College Department:</b>	Administration
<b>Position Title:</b>	School Receptionist – Part Time
<b>Position Classification:</b>	Lutheran Schools Officer Grade 2
<b>Tenure:</b>	As per Employment Agreement

## JOB DESCRIPTION

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### 1. Summary of the broad purpose of the job in relation to the College's goals.

(Expected outcome and how it is achieved.)

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The School Receptionist is required to deliver friendly, efficient customer service and create a warm and welcoming atmosphere for our College Community. The School Receptionist is responsible for providing dedicated customer support services to parents, staff and students of the College. The School Receptionist is required to uphold and maintain a high level of confidentiality and discernment, in the undertaking of their role.

The role encompasses skills in managing front desk enquiries, incoming phone calls, word processing, data entry, report generation, database management, photocopying, filing and other general administrative tasks. The School Receptionist is also required to provide First Aid and general health services to students and staff.

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### 2. Reporting / Working Relationships

(To whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the College.)

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The School Receptionist is responsible to the Business Manager for all day to day activities and is expected to work collaboratively with all members of our College community to produce a positive and harmonious team environment. The role requires daily contact with parents / carers of students and on occasion, emergency services personnel.

All staff members are ultimately responsible and answerable to the College Principal.

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### 3. Special Conditions

The School Receptionist is employed under the terms and conditions specified in the Lutheran Schools Enterprise Agreement.

A 12-week probationary period will apply.

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### 4. Extent of Authority

Manage assigned work to achieve all goals to finality within policies and guidelines, reporting to the Business Manager work priorities and workloads, and any matters not covered by policies and guidelines.

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## 5. JOB DESCRIPTION Statement of Key Outcomes and Associated Activities

(Grouped into the Key Result Areas (KRAs), and as major areas of responsibility and activity.)

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The role of the School Receptionists encompasses activities within the following Key Result Areas (KRAs):

### **Student Support**

### **Administration**

### **Communication**

### **First Aid & Health Services**

The responsibilities of the School Receptionist in each KRA include:

### **Student Support**

- Receive incoming calls, take and distribute all messages efficiently to relevant staff, students and the College community
- Collect payments from school parents and students as required
- Enter school student attendance records and follow up incomplete attendance records and discrepancies utilising a student management system (currently SEQTA)
- Collect and collate excursion forms and distribute excursion records to relevant teachers
- Provide student supervision as required

### **Administration**

- Arrange distribution of deliveries
- Ensure the adequate completion, copying and filing of all paperwork related to sickness and accidents
- Photocopy forms and letters for distribution to staff/students through Home Group trays
- Manage the content, preparation and distribution of Home Group trays each day and process as required
- Facilitate the excursion/camp/local outing processes for students
- Undertake administrative tasks as required by the Senior Management Team, teachers, students and other College staff as required

### **Communication**

- Ensure information is communicated effectively through by utilising the student management system (currently SEQTA)
- Keep up to date on what is happening around the College
- Provide a high level of customer service to all customers and to optimally promote and serve the College through effective customer care

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## 5. JOB DESCRIPTION Statement of Key Outcomes and Associated Activities (Cont'd)

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### **First Aid & Health Services** (Emergency First Aid, Student Well-Being)

- Maintain appropriate First Aid qualifications as required within the expectations of the role
- Ensure that adequate First Aid supplies are always available for use. These are to be stored in such a manner that they can be easily identified and are accessible by any person rendering assistance to students
- Ensure that clearly labelled medications for each student are stored appropriately
- Ensure that all medication in school sick room and student boxes is within its 'Use By' date and arrange its replacement once expired
- Provide assessment of a medical condition within the capabilities of training and qualifications and be able to administer assistance accordingly
- Ensure that the Sick Room linen is laundered, and the facilities are always in a clean and prepared state to accept an unwell student or staff member
- Monitor and support people who are in the school Sick Room
- Accompany students or staff members in an ambulance or vehicle to a doctor or hospital, as required to provide information relating to medical history or assistance already rendered at the College
- Liaise with the parents / carers of students in relation to managing the ongoing welfare of the student and to ensure all student health information is up to date and accurate
- Have a full knowledge and understanding of emergency procedures, College policies and the legal requirements associated with providing a safe environment for students and staff

### **Other KRA**

- Attending staff professional development programs as required
- Any other tasks as reasonably directed and commensurate with grade and experience.

# PERSON SPECIFICATION

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## 1. Educational / Vocational Qualifications / Other Requirements

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- Completion of Year 12 (preferred) and / or other relevant vocational qualification
  - Qualifications in First Aid to a minimum standard of HLTAID012 (Provide an emergency first aid response in an education and care setting) or equivalent
  - Responding to Risks of Harm, Abuse and Neglect training (can be obtain upon employment)
  - Current South Australian Working with Children Check for paid employment
  - Drivers licence
  - Valuing Safe Communities training (provided by the College)
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## 2. Personal Skills, Abilities & Aptitude

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The skills, abilities and aptitude of the School Receptionist must reflect the professional management of all aspects of student support and care including the handling of sensitive files and data. These encompass the following:

### Skills

- High level skills in Microsoft Office suite and general ICT skills
- Capacity to successfully operate a multi-line phone system
- Organisational and time management skills including the ability to cope with high volumes of work, changing priorities and meeting critical deadlines
- Well developed communication skills (phone, email, written correspondence)
- Interpersonal skills that portray a welcoming atmosphere, friendly disposition and helpful nature

### Ability to

- Be flexible and responsive to changing demands
- Organise and set priorities for various activities to meet required deadlines
- Work cohesively in a team environment as well as working autonomously where required
- Take an objective approach to challenges and effectively use initiative
- Have attention to detail
- Use diplomacy, discretion and tact as required in a professional work environment
- Operate with the strictest of confidence
- Provide positive, enthusiastic support to staff, students, parents and members of organisations associated with the College
- Be a good listener and be able to transfer a message accurately and effectively

### Aptitude

- A personal commitment to the College Purpose, Vision, Mission and Values underpinning the delivery of a Christian based education to students in the College community is essential
- Demonstrate Christian integrity in all things
- Have a full understanding of how to securely handle and manage the personal data of staff and students in a school environment
- Be a lateral thinker, proactive and be prepared to undertake an innovative approach
- Have an interest in supporting others and providing exceptional levels of service to a student body
- Have a natural affinity with people and developing successful relationships

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### **3. Experience**

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#### **Required**

- Demonstrated experience in managing a multi-faceted position where flexibility and managing time is essential
- Extensive experience using the Microsoft suite of applications (MS Word, Excel, Outlook, PowerPoint and Publisher)
- Excellent communication skills both written and orally
- Demonstrated experience and success in relating to and engaging with people

#### **Desirable**

- Experience using a student management system in a school setting

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### **4. Knowledge**

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- Understanding of database maintenance and management of highly sensitive data

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### **5. Work Health and Safety**

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- Comply with the College's WHS Policy
- Take reasonable care for your own health and safety
- Take reasonable care for the health and safety of co-workers and ensure that your actions do not put anyone at risk
- Use and maintain equipment properly
- Ensure that your work area is free of hazards
- Report safety incidents
- Co-operate with St Martins Lutheran College in anything that you are required to do in order to ensure a safe workplace including:
  - (a) notifying your supervisor of actual and potential hazards
  - (b) wearing or using prescribed safety equipment
  - (c) carrying out work in a safe manner
  - (d) following health and safety instructions
  - (e) taking notice of signs
  - (f) adhering to speed limits
  - (g) participating in safety training.

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### **6. Classification Level**

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Lutheran Schools Officer Grade 2. (Refer to the guidelines in the Lutheran Schools Enterprise Agreement for additional details relating to roles and responsibilities at this Grade Level.)

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### **7. Performance Standards & Review**

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An annual Performance Development Plan is undertaken with the Business Manager to determine capacity to meet the demands of the role; where additional skills training is required and what level of job satisfaction is being obtained.

**APPROVAL**

Job Description & Person Specification Approved

Alan Connah



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(Print Name)

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(Signature)

Date:

Acknowledged by Person Selected

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(Print Name)

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(Signature)

Date: