

RECEPTIONIST

POSITION DESCRIPTION



Title:	Receptionist
Reporting to:	Business Manager
Status:	Ongoing
Employment:	Part time: 5 days per fortnight, 7:45am – 4:00pm
Salary:	General Staff Level 3
Date Prepared:	May 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.

The school is on a growth trajectory and projected enrolments for 2023 exceed 2,250 (Mt Ridley 1,400, Donnybrook 650 and Kalkallo 200) Hume Anglican Grammar will ultimately have some 3,300 students with a corresponding cohort of teaching and general staff on its three campuses, with plans for further expansion.

Purpose of the Position

The Receptionist plays a pivotal role in the organisation of the Administration office for the Mt Ridley campus and is the first point of contact for many enquiries. The positive message conveyed in this initial interaction is immeasurable.

This role has the significant responsibility for providing accomplished and professional customer service as well as exceptional administrative support to the Enrolments and Finance team and 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 role of the Receptionist is a job share position (part time) and therefore is required to be flexible and provide relief support during periods of leave.

The Receptionist works in partnership with the Administration staff and reports to the office of the Business Manager through the Executive Assistant to the Business Manager.

Nature of the Position

The Receptionist position is a part-time ongoing with the hours of work 7:45am to 4:00pm including a 30-minute meal break.

Upon commencement, this position will be based at the Mt Ridley Campus. Please note that the role may require work to be performed in other campuses to provide reception cover during periods of absence. In the future this role may be required to be performed at other locations.

This position is entitled to 5 weeks annual leave and 2 weeks unpaid leave pro rata. All paid and unpaid leave must be taken during non-term weeks.

Responsibilities and Duties

Receptionist responsibilities include:

Manage the Front Desk and switchboard of the School:

- Answering and actioning all telephone calls promptly
- Greeting and assisting all visitors to reception
- Actively monitoring the visitor sign-in and sign out process to help ensure compliance with Child Safe Standards
- Maintaining the Sine-Pro, visitor registration system
- Providing assistance and support where required to the Admissions and Finance Managers, and operate in support of the Enrolments and Finance teams, through the fielding of queries on reception and general assistance
- Setup of staff room (i.e., tea and coffee facilities, etc.) upon arrival, before recess and lunch
- Check and accept all deliveries to reception
- Receiving, sending, and distributing emails as required
- Maintain 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.

General administrative tasks including:

- Maintaining register of Working with Children Checks for visitors and parent helpers
- Organising couriers and taxis as required
- Maintaining stationery stock levels and processing new orders
- Maintaining pantry stock levels and processing new orders
- Coordinating and sorting internal and external mail
- Supporting the Accounts Receivable team by processing school fee payments
- Assisting the administration team with mail outs
- Supporting the management of the archive register
- Managing the Schools mobile phone and camera bookings
- Supporting the Executive Assistants as required
- Proactively operating within the Administration team 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 collection of student information as a part of the School's accountability requirements.

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
- Proactively providing administrative support where needed to promote the effective, and efficient management and administration of Hume Anglican Grammar
- 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

- Certificate 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.

Additional Information

Confidentiality

The Receptionist is bound by strict confidentiality requirements and must ensure that the confidentiality and privacy of each 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.

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