

Duty Statement

Senior School Receptionist

(Part-time 8.00am-12.30pm – ~ 0.6 FTE)

All Saints' College, in partnership with its families, community and the Anglican Church, empowers students to develop their potential, becoming confident, compassionate and committed to worthwhile service to the local and global communities.

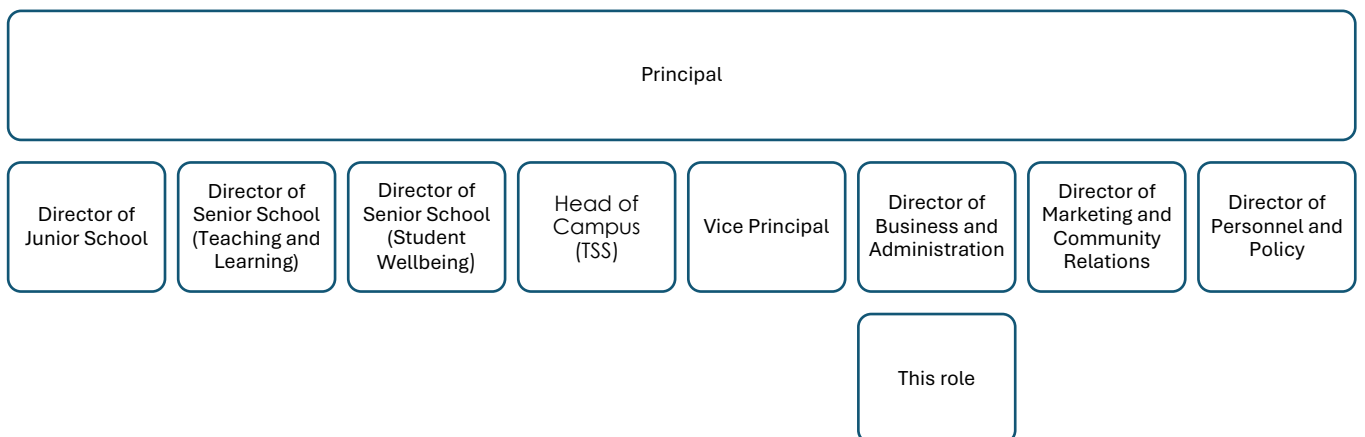
POSITION PURPOSE

What would I want, what would I do, if this were my child?

At All Saints' College, all staff recognise that relationships are at the centre of all we do. Recognising the value of each individual, our approach is human-centred, and we seek to provide a personalised education for each young person. Our focus is on the holistic development of every student, recognising there are as many measures of success as there are students at our College.

As one of two Receptionists in the Senior School, you will be directly responsible to the Director of Business and Administration for providing a professional reception and high level administrative and secretarial support, enabling the efficient and effective operation of the Senior School to occur. In this role, you will have direct contact with College staff, parents and external visitors on a day-to-day basis whilst undertaking your responsibilities in a confidential and highly professional manner.

ORGANISATION STRUCTURE



KEY RESPONSIBILITIES

The Senior School Receptionist plays a crucial role in the smooth operation of the College by acting as the first point of contact for students, parents, and visitors. The role is vital in creating a positive first impression and supporting the overall administrative efficiency of the College by undertaking the following duties, which reflect the accountabilities and responsibilities that are integral to the successful performance of this position:

Reception

- (a) Greeting, assisting and/or directing College parents, students, staff and visitors in a courteous, friendly and timely manner.
- (b) Answering and screening all incoming telephone calls and handling or redirecting caller's enquiries where necessary, ensuring all telephone messages are relayed to the appropriate staff member or College department promptly.
- (c) Take and relay messages via email as necessary, ensuring to note detailed and accurate caller information in addition to the message content.
- (d) Distribute and respond to all College information emails.
- (e) Manage room bookings including the Boardroom and Interview room.
- (f) Maintain EpiPen sign in/out lists for students.
- (g) Organising courier deliveries as and when required.
- (h) Ensure the Reception area, Boardroom and Interview room always have a professional appearance.

General Administrative Duties

- (a) Providing general secretarial and administrative support to departments, including:
 - i. Community Relations
 - ii. Business and Administration
 - iii. Student Services
 - iv. Human Resources
- (b) Assist with the drafting, preparation and/or word processing of correspondence and written documentation as directed, ensuring documents conform to the College's style guidelines.
- (c) Undertaking specific projects and tasks as assigned.
- (d) Be prepared to assist in the handling of emergency/crisis situations in a calm and efficient manner in accordance with College policies
- (e) Ensure an appropriate level of confidentiality is maintained at all times.
- (f) Other general administrative duties as directed.

Other Duties

- On occasions, you may be directed to undertake other duties as required.

Staff Expectations

- (a) Serve as a good ambassador of the College. This includes conducting oneself in accordance with ASC's professional standards and being supportive of the Anglican ethos of our College.
- (b) Take an active part in the general life of the College — supporting policies, procedures, aims and objectives in order to facilitate the day-to-day operation and promote a high quality of education within the College.
- (c) Operate as a 'team player' always and fully support the Principal, Leadership Team and activities of the College.
- (d) Attend and contribute positively to staff meetings as required and, on occasions, extraordinary meetings.
- (e) Ensure all students and parents are provided with quality service in a timely, efficient and friendly manner.
- (f) Maintain professional confidentiality concerning information about staff and/or students.
- (g) Strive to implement productivity, quality, and service improvements on a continual basis.
- (h) Remain abreast of current trends through participation in and contribution to professional development activities and relevant professional organisations.
- (i) Comply with Occupational Safety and Health requirements in the workplace.
- (j) Ensure that all documents are prepared and presented in a professional format in keeping with College practice and that high standards of written communication are maintained.

*The College recognises that Duty Statements are dynamic documents.
They are reviewed annually or as required.*

April 2025

*ERIC: our College values of empathy, respect, integrity and courage

SELECTION CRITERIA

Essential

- Previous reception experience.
- Experience in providing administrative support in a busy and varied office environment.
- Well-developed written, verbal, and interpersonal communication skills with an attention to detail.
- Hold a current Working with Children Check
- Ability to maintain confidentiality at all times.
- Proven ability to manage workloads and priorities with a positive and solution focussed approach.

Desirable

- Experience in a school environment.
- A current Senior First Aid Certificate.