

POSITION DESCRIPTION

Receptionist



About St John's Anglican College

St John's Anglican College is the leading Kindergarten to Year 12 coeducational school in south west Brisbane and is an International Baccalaureate World School for the Primary Years and Middle Years Programs. St John's Anglican College strives to provide an extraordinary, globally innovative and future-focused education from Kindergarten to Year 12. Our graduates are well educated, respectful, resilient and compassionate; equipped to be people of influence in their communities. Our teachers care about their students and are leaders in learning, focused on providing the best possible educational environment and ensuring that each child's academic potential is maximised. We value and acknowledge the skills, energy and commitment of our employees. Accordingly, we seek to attract, develop and retain staff of the highest calibre and provide a working environment that enables them to maximise their contribution to achieving the College's vision, mission and values.

Student Protection

Anglican schools support the rights of children and young people and are committed to ensure the safety, welfare and wellbeing of students. Anglican schools are therefore committed to responding to allegations of student harm resulting from the conduct or actions of any person including that of employees. This commitment includes the provision of a safe and supportive living and learning environment for all students and requires all employees, volunteers and visitors to model and encourage behaviour that upholds the dignity and protection of students from harm.

POSITION DETAILS	
Department:	Administration Location: Secondary campus
Position reports to:	Deputy Principal, Pastoral Care
Positions reporting to this role:	Nil
Status:	Temporary Full-Time (Term Time Only)
Salary Level:	Level 3 - Support Staff Classification Structure
Academic Qualifications required:	Certificate III or equivalent
Required experience:	Previous Receptionist experience, preferably within a school environment and experience with The Alpha School System (TASS) is highly desirable.
Special conditions:	This role requires the incumbent to hold a current Senior First Aid Certificate

Purpose of the position

Responsible to the Deputy Principal, Pastoral Care, the Receptionist contributes to the College's vision and goals by providing professional, efficient and effective delivery of reception and administrative support. Ensuring that the reception service is developed and delivered so that a seamless quality service is provided to staff, students, parents and visitors.

Duty of Care

The Receptionist will contribute to the College's duty of care for both staff and students by adhering to all requirements relating to the development of an environment which is free from the risk of injury, harm and/or disease as required by the Work Health and Safety and Child Protection Acts and relevant College policies and practices.

College Expectations

Support staff at St John's Anglican College will be:

- Supportive of the Aims and Philosophy of the College
- Supportive of the Christian values and ethos of the College
- Focused on the needs of the College's clients
- Maintainers of the confidentiality of the team
- Facilitators of positive and productive College community relationships
- Focused on developing a culture of excellence

DOMAINS OF PROFESSIONAL RESPONSIBILITY

The Receptionist is responsible for meeting the following domains of professional responsibility. These responsibilities should be read within the context of the Statement of Principles of Effective Support Services below.

Student Protection:	The Receptionist will know, understand, apply and abide by all requirements of the Student Protection in Anglican Schools Policy and Procedures.
Commitment to the College Vision and Goals:	The Receptionist demonstrates a commitment to the College aims and philosophy in holistic education and supports the College's worship and value based approaches. The Receptionist will embrace change and support College development, with a particular focus on building positive and productive relationships with children and their families.
Reception:	The Receptionist develops, implements and provides high quality reception, front of office and administration service to a range of the College's customers. Including: answering the telephone and greeting guests and students in a timely and professional manner; and ensuring visitors follow appropriate sign in and sign out procedures when attending the College. The Receptionist forwards messages to staff via email and telephone; distributes incoming communications and ensures the Reception area is maintained at a high standard of cleanliness and neat presentation.
Student Services:	The Receptionist ensures that all files, reports, record keeping and other administrative tasks as delegated by the Deputy Principal, Pastoral Care are completed efficiently and effectively including attending to the needs of students in areas of lost property, sickness or injury.

Administration:	The Receptionist contributes to the development, implementation and evaluation of clerical/administration services, systems and programs; preparing and collating mail outs and assisting other administration staff with general office duties as required.
Confidentiality:	The Receptionist upholds the highest standards of confidentiality when dealing with sensitive information concerning either the College or any member of its community. The Receptionist complies with all policies and procedures of the College.
Reputation Management:	The Reception area is often the first impression gained about St John's by current and prospective parents, students and other business people and clients, both in person and on the phone. The Receptionist plays a vital role in maintaining the College's professional standards by ensuring they act in an appropriate manner at all times.

All employees recognise and accept that multi-skilling is an essential component of employment with the College and that they may be required to undertake duties that are outside their normal position description but within their skills, competency and capability.

SELECTION CRITERIA/COMPETENCIES

The ideal candidate will possess the following competencies, skills, qualifications and experience.

- Communication skills of a high order incorporating abilities in integrity, tact, maintenance of ethical conduct, confidentiality and client interests
- Reception, administration and clerical skills of a high standard
- A high level of skill in the use of Microsoft Office Suite, or similar packages
- Sound organisational and problem solving skills
- Ability to work as an effective team member, meet deadlines, establish work priorities, organise meetings and provide reception and administration support to several senior staff.
- Demonstrated communication and interpersonal skills, including conflict resolution and negotiation
- Ability to work independently and use discretion in the absence of decision makers
- Certified First Aid Training
- Customer service focus
- The ability to obtain and maintain a Working with Children Blue Card.

St John's Anglican College Statement of Effective Support Services

The College believes that the success of support staff will occur when they are committed to the provision of quality professional services for staff, students and families, which adds value to the College's operations and programs. This will be achieved through:

- Providing quality client service
- Pastorally caring for students as appropriate
- Supporting teacher's work
- Working efficiently and harmoniously
- Participating in and supporting teamwork
- Being flexible and open to learn new ways
- Embracing fully the use of technology

Critical to our success will be an approach that:

- Embodies the values and standards of the College
- Adopts a personal approach to client service
- Demonstrates efficiency, accuracy and competency in our work
- Is proactive
- Seeks continuous improvement through opportunities for training and development

Important information

People who work for St John's Anglican College must comply with the Code of Conduct, relevant legislation, policies and procedures.

- A Safe Ministry Check will be conducted on recommended candidates in relation to any circumstances which exist that may conflict with the candidate's employment at St John's Anglican College.
- People appointed to this position must have the ability to successfully obtain and maintain a Working with Children Blue Card in accordance with the *Working with Children (Risk Management and Screening) Act 2000*.