

Position Description

Receptionist (Junior School)

OMNIA SUPERAT DILIGENTIA
DILIGENCE OVERCOMES ALL
OUR SCHOOL MOTTO SINCE 1892

Ipswich Girls' Grammar School including Ipswich Junior Grammar School offers high quality, non-denominational education for girls only from Years 7 to 12, with boarding available from Year 5, and coeducation from Kindergarten to Year 6. We pride ourselves on providing a personalised, holistic education with a focus on academic excellence.

Our Vision

Ipswich Girls' and Junior Grammar School's vision is to be the destination school where globally conscious students lead with grit and grace.

Our Purpose

Opening doors for a brilliant future.

Our Goals

World Ready: We co-create global learning adventures with our students so that they love to learn for life, and lead with grit and grace.

Future Focused: We nurture an adaptive, collaborative workforce that advances the staff community and the educational experience they deliver.

True Belonging: We share and celebrate our heritage, diversity, and inclusivity to strengthen our connections and community.

Destination School: We leverage our unique place and space as a premier destination for learning and work.

New Momentum: We continue our legacy by making smart, resilient investments in our future.

Our Values

- **Diligence** - Staying focused until the job is done.
- **Excellence** - Striving to achieve the highest standards possible.
- **Respect** - Acknowledging the worth of every person and what matters to each one.
- **Integrity** - Constantly demonstrating high moral and ethical standards.
- **Care** - Attending with kindness, compassion, and sensitivity to the needs of others.

Location

Address: 82 Chermside Road
EAST IPSWICH QLD 4305
Telephone: +61 7 3454 4447
Facsimile: +61 7 3454 4480
Email: principal@iggs.qld.edu.au
Website: <http://www.iggs.qld.edu.au>

THE ROLE	
Position Title:	Receptionist (Junior School)
Department:	Junior School
Reports to:	Head of Junior School / PA to the HOJS
Classification:	Ipswich Girls Grammar School Including Ipswich Junior Grammar School Enterprise Agreement School Officer Level 3
Hours:	Part-time, term-time plus 3 weeks

Your Opportunity

The Receptionist role exists to manage and direct all telephone communications and visitors to the Junior School in a courteous and professional manner, as well as supporting specific student related administrative activities.

As the Receptionist, you will:

- Maintain the standard of excellence required by the School's reputation and uphold the philosophy of the School
- Promote the interests of Ipswich Girls' Grammar School including Ipswich Junior Grammar School in the school and wider communities
- Attend staff development and training programs when and if appropriate
- Comply with work health and safety responsibilities detailed in the safety management system and comply with the School's Staff Code of Conduct.

Typical Duties/Skills

- Reception duties including managing and directing all telephone communications and visitors to the School in a courteous and professional manner;
- Initiate and manage correspondence, which may include confidential correspondence;
- Act as the liaison between the School, the student and the student's family where discretion and judgement may be required.

Your Role

Junior School Reception

- Operate the telephone system by answering incoming calls promptly, identifying the nature of each inquiry, and directing callers to the appropriate staff member's extension or voicemail.
- Greeting visitors in a courteous and professional manner and manage the Visitors Register.
- Take inquiries from staff members, parents or carers, students and the general public and refer all inquiries to the appropriate staff member or area of the School.
- Maintain a professional level of communication when handling difficult telephone calls and visitors and execute appropriate communication skills in all situations.
- Record inquiries from prospective parents, when the Enrolments Registrar is not available before referring details to the Enrolments Registrar.
- Contact Emergency Services Authorities in the case of a school emergency, under the direction of the HOJS/Principal.
- Co-ordinate communications as required during emergency evacuation procedures in accordance with the School's Emergency Evacuation Procedure.
- Use the PA system to announce general messages or to seek students to collect messages from parents.
- Set the Switchboard into the various unattended modes as appropriate to the situation, e.g., after hours, non-term time, etc.
- Transfer and record all data/messages from voicemail, before directing inquiries and messages to the appropriate individual or department.

Administrative Services and Support

- Undertake general office administration including typing, photocopying, binding, filing, emailing, record keeping and labelling. This includes the use and management of office equipment
- Assist with incoming enquiries, parental requests, or concerns in a timely manner including compiling information as required or requested by the HOJS and or DHJS.

- Understand and assist with administrative organisation (e.g., including requisitions, invitation, RSVPs, programs, run sheets, catering and resources) of planned and ad hoc Junior School events and functions as required.
- Maintain lists of students participating in excursions and camps. Manage all telephone calls related to excursions and camps and contact parents, where necessary.
- Support circumstances pertaining to students who have missed their bus or failed to attend the Out of School Hours Care facility.
- Assist in the management of the compliance requirements of the Junior School, including the processing, filing, and archiving of student files, reports, teacher leave/absences and other correspondence in a timely manner.
- Manage parent contact process relating to student absentees.
- Monitor/collect Junior School mail deliveries and dispatches, including receiving mail and deliveries and distributing to the appropriate personnel.
- Provide additional support to PA to the HOJS during busy periods such as reporting and mail outs to parents.
- Produce the staff notices each week (i.e., This week at IGGS and IJGS).
- Any other duties as you may reasonably be required to undertake.

Occupational Health and Safety

All staff members employed at the School will be required to:

- Demonstrate in daily activities a commitment to health and safety in the workplace by always performing tasks in the safest possible manner - safe for the individual, co-worker and students
- Ensure at all times that you work in compliance with all laws, acts, regulations and policies outlined in all policies, manuals and handbooks, as updated from time to time
- Report all hazards and incidents that the individual is party to, or observes, in the correct manner.
- When required or directed by the School, participate in any health and safety training.

Competency Required

- Demonstrated experience (ideally 1+ years) in a similar role and, whilst not required, experience in a school environment would be highly regarded. Good time management skills and the ability to manage competing priorities in a dynamic environment.
- Problem solving skills and the ability to manage and find solutions for unexpected situations, as well as anticipate problems that may arise in future.
- Sound level of computer skills, including the ability to operate spreadsheets and word processing programs (Microsoft Office Suite, TEAMS) at a highly proficient level.
- Effective written and oral communication skills including the proper use of English punctuation, grammar, and corporate styling.
- Demonstrated ability to stay on task with high levels of attention to detail.
- Ability to work outside of core business hours as required to support the Principal's office.

Formal Qualifications

Tertiary qualifications at a certificate level or equivalent qualifications relevant to the position or knowledge and experience as are deemed by the School as necessary to successfully carry out the duties of the position.

Selection Criteria

Within the context of the duties described above, the ideal applicant will be someone who has:

1. Experience supporting a service function such as Reception, Finance, Administration, etc.
2. Sound level of oral and written communication skills including the ability to communicate at all levels, both internally and externally.
3. Demonstrated ability to work under minimal supervision, prioritise tasks and work under pressure.
4. Ability to balance conflicting priorities and to work to deadlines.
5. Demonstrated knowledge and experience using MS Office, Outlook, Teams, and office-based software.

Blue Card

Applicants must be the holder of a Working with Children Suitability Card (Blue Card). Blue Card Services have introduced a 'No Card, No Start' policy which means all employees must hold a current, valid paid employee Blue Card prior to commencing work. **You must not sign an application form if you are a disqualified person.** Further information and relevant application forms are available on the Blue Card Services website www.qld.gov.au/bluecard.

Final Statement

The purpose of the position description is to provide an overview of the major tasks and responsibilities of the position. It is not intended to represent the entirety of the position. The incumbent may be requested to perform other work tasks, not specifically stated, that match with the skills required for the role. The Executive may modify the position description in consultation with the incumbent from time to time, depending on the operational needs and requirements of the School.

Authorisation

I hereby agree that this Position Description accurately reflects my work requirements.

Employee	_____	_____	_____
	Name	Signature	Date
Director of People & Culture	_____	_____	_____
	Name	Signature	Date