



Position Description

Position:	Receptionist and Student Services
Appointed by:	The Principal
Responsible to:	Head of Junior School
Location:	St Anne's Campus

School Overview

Gippsland Grammar provides an outstanding contemporary, holistic education where our Community has a shared understanding of what we learn, how we learn and who we teach. Our School culture is centred around our core values of Compassion, Leadership, Excellence, Responsibility and Respect and develops people of character who act with integrity and wisdom.

At Gippsland Grammar responsibility for the protection of children is shared because children are safeguarded only when all individuals accept responsibility and work together and play their part in keeping children and young people safe from harm and abuse.

All staff are required to:

- Comply with the School's Student Protection Program (including the Student Protection and Safety Policy, Student Protection Staff Code of Conduct, and Make a Report Procedure), as well as their legal and professional obligations with respect to the prevention and reporting of actual or suspected child abuse and reportable conduct.
- It is each such staff member's individual responsibility to be aware of key risk indicators of child abuse or reportable conduct, to be observant, and to raise any concerns they may have with one of the Principal, the Executive Leadership Team, the School's Student Protection Officers (and/or with external agencies, where required). In this regard, staff are encouraged to voice their concerns, no matter how minor, trivial or insignificant.
- All contractors and volunteers involved in student-connected work are required to adhere to the School's Student Protection and Safety Policy and Student Protection Staff Code of Conduct and are responsible for contributing to the safety and wellbeing of students in the school environment. They too have obligations with respect to the reporting of actual or suspected child abuse or reportable conduct allegations.

Again, it is the School's expectation that contractors and volunteers are attuned to their individual responsibilities and act in accordance with their internal and external reporting obligations, and the School's policies and procedures (including the Student Protection Program).

Position Overview

The Receptionist and Student Services Officer position is part of the Junior School administration team. They will assist the administration team and teaching staff by performing student service, receptionist, and administration duties. The hours of work are generally from 8:30am to 4:30pm.

Requirements, Duties and Responsibilities:

1 Reception

- a) Receive and welcome all families and visitors to the Junior School
- b) Ensure that all communication services operate efficiently, with a high level of attention to detail
- c) Convey telephone messages and emails to staff, in a timely manner
- d) Sort, open and distribute all incoming St Anne's mail
- e) Be the first point of contact for parent, student and visitor enquiries
- f) Banking duties (including receipting parent payments and tuck shop monies)
- g) Maintaining petty cash (processing and reimbursement)

2 Student Services

- a) Maintain our student attendance procedures (management of daily absentee's)
- b) Organise and manage our campus bus procedures (daily bus lists/rolls)
- c) Manage Junior School First Aid requirements, with a focus on student welfare and managing our student sickbay (including management of Anaphylaxis/Epipen plans, ASCIA Asthma Plans)
- d) Maintain student and office files; this includes important medical alerts/information
- e) Maintain and order student and office stationery requirements
- f) Assist with excursion, camp and enrolment administrative tasks
- g) Support teaching staff with relevant administrative tasks
- h) Organisation of lost property
- i) Perform other such duties as required under the direction of the Head of Campus

3 Professional Responsibilities

- (a) Work collaboratively as a member of the Campus Administration team to ensure best possible outcomes for all stakeholders.
- (b) Actively engage in professional development activities and contribute to improved professional skills, pastoral skills and knowledge.
- (c) Actively engage in Team and Staff meetings.
- (d) Adhere to and abide by the expectations set out in the School's policies and procedures, including Gippsland Grammar's Guidelines for Professional Behaviour.
- (e) Compliance with the School's OHS requirements and other requirements (including in respect to anti-discrimination), as mandated by legislation.

4 Child Safety

Staff are responsible for supporting the safety and wellbeing of the School's students as follows:

- a. Behave as a positive role model to students, including through words, conduct and actions.
- b. Actively promote the safety, welfare and wellbeing of students.
- c. Provide a learning experience which is consistent with the School's and relevant professional or occupational codes of conduct, which supports students to achieve their personal best, and takes into account individual learning and behavioural needs.

- d. Act consistently (both in person and in the online environment) with the School's student safety and wellbeing strategies.
- e. Be vigilant and proactive with regard to student safety and child protection concerns, and take all reasonable steps to protect students from such harm (examples of which include, but are not limited to bullying, discrimination, grooming, harassment, neglect, sexual misconduct, sexual offences, physical violence, reportable conduct and victimisation).
- f. Encourage and support students who raise safety concerns (including about actual and suspected child abuse or reportable conduct).
- g. Provide age-appropriate supervision for students.
- h. Comply with any directions, guidelines, policies, procedures and rules promoted by the School with respect to student safety.
- i. Knowledge understanding and adherence to all School and staff obligations regarding student safety, including Ministerial Order 1359 – Child Safe Obligations other child safe requirements mandated by legislation (as amended from time to time).
- j. Commitment to providing a child safe environment and child safe conduct in all aspects of employment at the School.
- k. Comply with all aspects of the School's Child Protection Program, including the School's Child Safe Policy Statement and Child Safety Staff Code of Conduct.
- l. Willingness, understanding and ability to report student safety concerns in line with the School's policies (such as the Make a Report Procedure) and applicable mandatory reporting requirements.
- m. Complete annual training in Child Safety as required.

5 Pastoral

- (a) This position includes duties associated with a support staff role, including demonstrated empathy and skills in providing pastoral support to students within the pastoral care framework.

6 Co-curricular

- (a) Be routinely involved in the co-curricular program, which may include activities that extend beyond the 'normal' school day.

7 Other

- (a) Provide medical, health and welfare support to all students in accordance with the School's policies and procedures
- (b) Monitor the health and wellbeing of students and report any concerns to the Head of Junior School

Statement of Commitment to Child Safety

Creating and maintaining a student safe culture requires input from the entire School community. Our aim, is to provide a safe environment that aligns with the core values of academic care at Gippsland Grammar; compassion, leadership, excellence, respect and responsibility.

To achieve this, we promote a model of education where students are understood not just as learners, but as an integral part of the School and broader community. As such, we value wellbeing and resilience, celebrate diversity, and embrace a growth mindset, through classroom experiences, and in our approach to academic care, practices policies and procedures.

The commitments, values and principles which guide the School are further outlined in the School's Child Protection and Safety Policy (a copy of which is available on the School's website).

If applying for a position, please note that Gippsland Grammar is a child safe environment. Every child has a right to be safe, and at the School, we take a zero-tolerance approach to any behaviours that jeopardise student safety (including child abuse and reportable conduct).

As such, preferred applicants will be subject to child protection screening, background and reference checks, verification of identity checks and must adhere to the School's child safe practices, as outlined in the Child Protection Program policies on the School's website.

Key Selection Criteria

Qualifications

- (a) Current and valid employee level Working with Children Check (**WWCC**).
- (b) Evidence of completed First Aid Training – Apply First Aid HLTAID003 or higher level (or willingness to obtain).
- (c) Evidence of completion of Anaphylaxis Management Training (ASCIA eLearning VIC, 22300VIC or 10710NAT) and CPR qualifications (as approved by a Registered Training Organisation).

Essential Criteria

- (d) Exhibit personal behaviour reflective of the Anglican ethos of the School, and which aligns with the School's Vision, Mission and Values.

Desirable Criteria

- (a) Effective communication, both oral and written
- (b) Pleasant telephone manner and welcoming personality
- (c) Ability to present an excellent image of the School and its achievements or acknowledging the commitment of the School in being Gippsland's leading independent school, to strive, in association with others to continually work towards maintaining this standard.
- (d) To maintain high standards and ensure efficient systems are in place, striving to continual improvement
- (e) To provide excellent customer service
- (f) Ability to work well under pressure.
- (g) Ability to evaluate situations, use initiative and follow a logical course of action
- (h) Work positively in a team environment
- (i) Computer literacy and an ability to use software packages as required by the position

- (j) Be willing to learn new skills

This Position Description is a guide only, and is not intended to be an exhaustive or exclusive list of duties for this position