

Chairo Christian School

ABN 12 451 824 370

CHAIRO PARENT GOVERNED CHRISTIAN EDUCATION LTD. Reg. No. A5753

~ **Position Description – Receptionist/Admin. Assistant** ~

Title	Reception/Administration Assistant
Appointed by	The Executive Principal
Responsible to	Campus Principal through the Officer Manager

1.0 RESPONSIBILITIES AND DUTIES

1. Overview

The Receptionist/Administration Assistant is expected to be experienced in all aspects of Reception and a wide range of administrative tasks. These require excellent people and communication skills, a high level of computer literacy and word processing skills, being able to maintain confidentiality, being able to work well in a team, and ensuring a professional and friendly welcome is given to all.

The Receptionist/Administration Assistant will carry out their duties in conjunction with other administration staff. The level of individual responsibility carried for specific tasks will vary depending on the skills of members of the team existing at any given time.

2. General Expectations

2.1 Teamwork within the Organisation

As a team player in this organisation the staff member will use their professional knowledge to assist in further developing and maintaining a workplace for staff that:

- a. Is founded on the person of Jesus Christ and honours Him in all that we do.
- b. Reflects a community in which Christian love and concern are woven into the task of learning and team work.
- c. You will be required to ensure that you:
 - i. Model a lifestyle that reflects Christian practice and beliefs in your everyday work.
 - ii. Work positively towards the success of School and Association activities and traditions.
 - iii. Help maintain a positive and enthusiastic work environment.
 - iv. Support the ethos that the Association requires in its schools.
 - v. Are aware of your membership in the Christian community and respect and support the directions of the Association through the leadership of the Board and Principal.
 - vi. Participate in Performance Management processes to continue developing skills.
 - vii. Ensure your knowledge and skills are current and that your work contributes to the learning and spiritual needs of the students.

2.2 Provide an example to all by:

- a. Modelling Christian behaviour, practices and beliefs.

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- b. Building cooperative and supportive relationships with the Board, Principal, teachers, support staff, students and parents.
- c. Promoting equity of access and receptivity to ideas.
- d. Always acting in the best interests of the School, the Association and its ethos.
- e. Modelling the use of appropriate and proper channels of communication.

2.0 SPECIFIC DUTIES

In conjunction with a team of other administration staff:

2.1 Telephone

- Answering calls in a timely, professional and friendly manner;
- Taking and passing on messages or directing calls as appropriate;
- Assessing priority and urgency of calls and acting accordingly.

2.2 Reception

- Dealing with parent, student and staff queries and requests;
- Ensure that all visitors to reception are extended a warm, friendly and professional greeting.
- Monitor and filter all emails incoming
- Attend to answering machine and promotional TV at start/end of day

2.3 Administrative

- Providing administrative support to others as required;
- Assist with the bookings of school facilities and internal buses and advise security of afterhours events
- Receipt and distribution of mail, parcels and other goods including inter campus mail;
- Attending to outgoing mail including attending the Post Office.
- General filing including student reports, newsletters, family information etc;
- Order office stationary as required
- Manage and monitor key register
- Assist with the tours, adding students and notifications/reminders to parents and advise teaching staff as necessary
- Attending to other general office administration duties as may be required from time to time.
- Monitor staff pigeon holes
- Monitor sign/out folders
- Distribute and monitor CRT folders and keys

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2.4 Other Duties to include:

- Involvement in Emergency Management procedures;
- Assisting with special events such as Parent Teacher interviews and Open Days as required.
- Back up to student reception including attending to students, parent follow up, maintaining registers, compliance with related policy and procedure.
- To work closely with, and offer support, to all other staff as required.
- Attendance at occasional events after hours if required.

Child Safety Responsibilities

All support staff members are required to be familiar with the contents of our Child Protection and Safety Policy and our Child Protection Program, and with their legal obligations with respect to the reporting of child abuse. It is each individual's responsibility to be aware of key risk indicators of child abuse, to be observant, and to raise any concerns they may have relating to child abuse with one of the school's Child Protection Officers.

Child Safety specific experience, qualifications and attributes

- Display a high level of integrity and trust
- Ability to role model the school's values
- Experience in working with children
- An understanding of appropriate behaviours when working with children.

3.0 KEY SELECTION CRITERIA

- An ability to work in a team of people to deliver quality services to the school.
- Appropriate reception experience;
- Appropriate experience in administration;
- Excellent people skills and communication skills including telephone manner;
- A high standard of computer literacy (MS Word and Excel) and keyboard skills.
- Evidence of Christian character in all aspects of attitude, conduct and relationships and demonstrated ability and desire to act as a positive Christian role model;
- Flexibility;
- Attention to detail with high proof reading skills;
- An ability to maintain a high level of confidentiality;
- Ability to work under pressure;
- Level 2 First Aid qualification (or willingness to gain).
- Current Driver's License;
- Be able to provide a satisfactory Police Check and Working with Children Check.