

Position Description

Receptionist

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** - Digging deep and using grit to get the job done.
- **Excellence** - Committing to be brilliant together.
- **Respect** - Valuing diversity and embracing the uniqueness of everyone.
- **Integrity** - Finding the courage to do what is right.
- **Care** - Showing kindness, compassion and grace for people and place.

Location

Address:	82 Chermside Road EAST IPSWICH QLD 4305
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Facsimile:	+61 7 3454 4480
Email:	principal@girlsgrammar.com.au
Website:	http://www.girlsgrammar.com.au

THE ROLE	
Position Title:	Receptionist
Department:	Business Services
Reports to:	Deputy Principal
Classification:	School Officer Level 3 - Ipswich Girls' Grammar School Including Ipswich Junior Grammar School Enterprise Agreement
Hours:	Permanent, full time

Your Opportunity

The Receptionist role exists to manage and direct all telephone communications and visitors to the 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 handle correspondence, which may include confidential correspondence;
- Act as the liaison between the School, the student and the student's family where discretion and judgement are required.

Your Role

Receptionist

Some of the duties identified for this role include, but are not limited to:

- Act as first point of contact for telephone calls and visitors to the School.
- Greeting visitors in a courteous and professional manner and manage the Visitors Register.
- Operate the switchboard answering incoming telephone calls to determine the nature of the call and direct the inquiry to the appropriate staff member's extension/voicemail.
- Maintain a professional level of communication when handling difficult telephone calls and visitors and execute appropriate communication skills in all situations.
- Set the Switchboard into the various unattended modes as appropriate to the situation, e.g., after hours, non-term time switch to Business Services Office, etc.
- Transfer and record all data/messages from voicemail, before directing inquiries and messages to the appropriate individual or department.
- Take inquiries from staff members, parents, students and the general public and refer all inquiries to the appropriate staff member or area of the School.
- 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 Principal or Workplace Health and Safety Officer.
- 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.

Academic Support

- Attend Reception on School Events and assist with administrative organization of ad hoc events and functions as required.
- Preparation of materials for school marketing activities as required.
- Produce the staff notices each week (i.e., This Week at IGGS).
- Process and distribute event requisitions as required.

Student Services

- Maintain a duty of care to students in the Junior, Middle and Senior Schools during school hours.
- Manage parent contact process relating to student absentees.
- Maintain lists of students participating in excursions and camps. Handle all telephone calls related to excursions and camps and contact parents, where necessary.
- Manage situations pertaining to students who have missed their bus or failed to attend the Out of School Hours Care facility.
- Student Services backup

General Duties

- Maintain a safe working environment within the Reception Area and request rectification of hazards as required on a timely basis.
- Manage RSVPs for school functions.
- Monitor school mail deliveries and dispatches, including receiving mail and deliveries and distributing to the appropriate departments.
- Provide additional support to administration staff during busy periods such as reporting and mail outs to parents.
- 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

Essential Competencies

- Excellent communication skills, both written and oral.
- Demonstrated experienced in a similar role where you are dealing with a wide range of people in a friendly and courteous manner.
- Proficiency in the Microsoft Office suite of software (Word, Publisher, Excel, PowerPoint, Outlook) and confidence using standard office equipment.
- Accurate keyboard skills (word processing, data entry) and basic database management skills.
- Actions that show you are a dependable, committed, and enthusiastic team member.
- Able to work in a team environment but also be able to work independently.
- Excellent interpersonal communication and team participation skills.
- Sound written communication skills, including correct use of spoken and written English.
- Ability to prioritise workloads and meet deadlines.
- Ability to maintain and respect confidentiality.
- Willingness to support the School's aims, values and activities.

Desirable attributes

- Desktop publishing experience (newsletters fliers, etc).
- Knowledge of TASSWeb advantageous but not essential.

Applicant must be the holder of, or obtain, a Working with Children Suitability Card (Blue Card) and be able to adhere to the Directive where all staff working in an education environment are fully vaccinated against COVID-19.

Formal Qualifications

Tertiary qualifications at certificate level or equivalent qualifications relevant to the position may be required or such knowledge, qualifications and experience that 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. Knowledge of or ability to learn quickly the procedures and practices of a school, use and maintenance of resources and school policies.
2. Experience supporting a service function such as Reception, Finance, Administration, etc.
3. Basic understanding of occupational health and safety, equal employment opportunity and anti-discriminatory practices and behaviour as applied in a work environment.
4. Knowledge, skills, and ability to work as a School Officer in a responsible way.
5. Demonstrated sound personal qualities of tact, reliability, and an ability to work with others both individually and as a member of a team.

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