

CREST EDUCATION LIMITED POSITION DESCRIPTION

Job Title	Receptionist/Administration Officer	Date	28/04/2022
Department	Corporate Services	Employment Basis	Fulltime with 6 weeks of leave per year during school holidays
Location	Hillcrest, Clyde North	Reports to (title):	Executive Assistant to Head of College

Approved by (position holder)	
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Approved by (immediate supervisor)	
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POSITION PURPOSE

The primary role of the Administration Officer is to carry out secretarial and administrative duties and undertake other projects as directed.

The Administration Officer provides a front of house presence for students, parents, and visitors to the College's Reception.

WORKING RELATIONSHIPS

The Receptionist/Administration Officer reports to the Executive Assistant to the Head of College, who reports to the Executive Assistant to the Executive Principal who ultimately reports to the Business Manager and Executive Principal.

The Administration Officer is a member of the Corporate Services team, headed by the Business Manager.

KEY RESULT AREA	MAJOR ACTIVITIES
1. Reception	<p>Answer, screen, and direct incoming calls.</p> <p>Take and relay messages to staff in a timely manner.</p> <p>Follow-up general enquiries made via email.</p> <p>Greet persons entering the College.</p> <p>Monitor visitor access, ensuring all protocols are followed.</p> <p>Direct persons to correct destination.</p> <p>Ensure knowledge of staff in/out of College including CRTs.</p> <p>Be the first contact point for parent/prospective parent enquiries and pass enquiries to the appropriate person.</p>
2. Office duties	<p>Open, sort and attend to all correspondence, as directed.</p> <p>Distribute correspondence and material to staff electronically and via pigeonholes.</p> <p>Receive school fees and process, when required.</p> <p>Receive deliveries, ensure these are recorded and distributed.</p> <p>Order stationery and assist with finance team reports.</p> <p>Oversee internal mail distribution between Colleges, as required.</p> <p>Assist with late student arrivals administration, as required</p>

KEY RESULT AREA	MAJOR ACTIVITIES
	<p>Record late absences into Synergetic.</p> <p>Assist EA to Head of College with any delegated secretarial duties or EA to Executive Principal.</p> <p>Key Maintenance – manage staff keys, maintain key registers. Advise Property Services Manager if additional keys to be ordered.</p> <p>Assist with any other tasks, as required.</p>
3. Devotions/Meetings	Attend meetings including staff devotions as timetabled for all staff.
4. Events and functions* <i>*This may involve work outside of normal hours</i>	Assist the Corporate Services team with various events and functions during the school year, including and not limited to Open Days, Professional Development, etc.
4. Health and Safety and Emergency Management	<p>Follow College OHS policies by working safely and supporting others working safely.</p> <p>Support the Office Administrator with the Critical Incident Policy implementation, as necessary.</p>
5. Other duties	<p>Provide relief for other Corporate Services staff in other sections of the College, as part of teamwork.</p> <p>Be compassionate for students and staff experiencing difficulties.</p> <p>Other duties, as delegated by the Office Administrator/Personal Assistant to the Head of College.</p>

KEY SELECTION CRITERIA (Mandatory)

- Ability to contribute positively to the ethos and culture of Crest Education and willingly uphold the values of Crest Education.
- Relevant experience and interest in administration.
- High level of competency and accuracy in Microsoft Office suite: Outlook (for scheduling and communication), Word, Excel, PowerPoint.
- Ability to learn school management and learning systems and databases (e.g. Synergetic, Timetabler, Accelerus, Crest Connect, SOBS) and accurately enter data.
- High level interpersonal and communication skills..
- Ability to manage filing and archiving systems (electronic and manual).
- Proven ability to work independently, proactively and cope in pressured and demanding situations.
- Ability to be a valuable contributor to a close knit team approach.
- First Aid certificate..

PERSONAL CHARACTERISTICS

1. Professionally presented and able to liaise pleasantly and competently with students, parents, visitors and staff.
2. Excellent organisational and time management skills – able to prioritise
3. Highly motivated and able to meet deadlines.
4. Flexible approach to work, co-operating with others and work in a team
5. Diplomatic and tactful and able to maintain confidentiality about sensitive matters

OTHER REQUIREMENTS (Preferred)

1. Experience in an educational environment.
2. Ability and preparedness to work outside normal agreed hours when required.
3. Preparedness to undertake additional professional development opportunities as they arise.

SPECIAL CONDITIONS (Commencement in the Position is deemed as acceptance of the following conditions)

1. Crest Education's 'Policy Manual' is to be observed (N.B. Updated regularly.)
2. Crest Education's 'Smoke Free Workplace' policy is to be observed.
3. Crest Education's 'Code of Conduct' is to be observed.
4. Crest Education's 'Child Safe Code of Conduct' is to be observed.
5. Crest Education's 'Dress Code' is to be observed.