

## CREST EDUCATION LIMITED POSITION DESCRIPTION

<b>Job Title</b>	CREST Receptionist/Administrator	<b>Date</b>	19/09/2024
<b>Department</b>	Corporate Services	<b>Employment Basis</b>	Fulltime with 6 weeks of leave per year during school holidays
<b>Location</b>	Hillcrest Christian College	<b>Reports to</b> (title):	EA to Deputy Principal - Campus Operations

### POSITION PURPOSE

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

The Receptionist/Administration Officer provides a front of house presence for students, parents, and visitors to CREST Education.

### WORKING RELATIONSHIPS

The Receptionist/Administration Of reports to the Executive Assistant to the Deputy Principal Campus Operations.

The Administration Officer is a member of the CREST Administration Team, managed by EA to the Executive Principal, CREST Shared Services is headed by the Head of Business Services.

KEY RESULT AREA	MAJOR ACTIVITIES
1. Reception	<p>First point of contact for greeting visitors, parents and students, monitoring, recording in Synergetic, and authorising the late entrance and early departure of students and visitor access to the College's campuses.</p> <p>Answer phone calls and directing queries.</p> <p>Take and relay messages to staff in a timely manner.</p> <p>Follow-up general enquiries and relay to appropriate staff members.</p> <p>Monitor visitor access, ensuring all protocols are followed.</p>
2. Office duties	<p>Maintaining and ordering a level of stationery and office supplies when required.</p> <p>Perform general clerical duties to include but not limited to photocopying, faxing, mailing, scanning, and filing.</p> <p>Open, sort and attend to all correspondence, as directed.</p> <p>Receive school fees and process, when required.</p> <p>Receive deliveries, ensure these are recorded and distributed.</p> <p>Oversee internal mail distribution between Colleges, as required.</p> <p>Assist the Executive Assistants team with administration tasks, as required.</p>

KEY RESULT AREA	MAJOR ACTIVITIES
	<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 across the CREST Administration team, as required that are not outlined above.</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>Tasks as directed by the EA to the Deputy Principal Campus Operations or EA to the Executive Principal/CREST Admin Team Leader</p> <p>Provide relief for other Shared 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 the CREST Admin Team
- First Aid certificate – Level 2

#### 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 'Code of Conduct'
2. CREST Education's 'Child Safe Code of Conduct'
3. CREST Education's 'Dress Code'