

## Position Description – Junior Years Campus Receptionist

<b>POSITION TITLE:</b>	<b>Junior Years Campus Receptionist</b>
<b>REPORTS TO:</b>	Head of Campus (Early and Junior Years) through the Executive Assistant
<b>MAIN OBJECTIVES:</b>	<p>The Junior Years Campus Receptionist will:</p> <ul style="list-style-type: none"> <li>• Provide administration support to the Cotlew Campus, Executive Assistant and Junior Years Leadership Team.</li> <li>• Project a professional and efficient first point of contact for parents and the public in their dealings with Trinity Lutheran College.</li> <li>• Operate the College switchboard, forwarding enquiries to the relevant staff in a courteous and professional manner.</li> <li>• Provide efficient administration services as required.</li> </ul>
<b>KEY PERFORMANCE:</b>	To ensure smooth running of Junior Years Campus Reception and effective administration support is provided to the Leadership team and Executive Assistant.
<b>DUTIES AND RESPONSIBILITIES:</b>	<p><b>The duties and responsibilities of this role are as follows but not limited to:</b></p> <ul style="list-style-type: none"> <li>• Be the first point of contact to students, staff, parents and other visitors to the school as they present to Reception. Answer phone calls, emails, enquiries and requests, handling them appropriately, expediently and confidentially</li> <li>• Assist in Workplace Health and Safety requirements including evacuation and drill procedures and student, staff and visitor movements (screening of visitors to the school, and Sign in/sign out students who arrive late or leave early)</li> <li>• Management of student wellbeing First Aid ensuring students are assisted with any injuries/incidents or medication requirements. Ensure all relevant documentation is completed in regard to student injuries and medication requirements and relevant communication to parents/teachers</li> <li>• Maintenance of student records and student property (process any required changes) and organisation of lost property, filing</li> <li>• Manage parent and student communication e.g. phone calls, emails, SMS's, letters, blog posts and Parent Portal,</li> <li>• Ensure reception area is presented in a neat and tidy manner</li> <li>• Main switchboard – screening calls where appropriate, handling or redirecting incoming telephone calls</li> <li>• Assisting the Executive Assistant to Junior Years Leadership Team</li> <li>• Assist with College events including but not limited to scheduling, coordination, setup and pack down</li> <li>• Stationary ordering and stock control</li> <li>• Process all College mail and incoming documents</li> </ul>
<b>SELECTION CRITERIA:</b>	<p>The following criteria will be used by the selection panel when short-listing candidates. Applicants should address the main points in their written applications.</p> <p><b>SC1</b> – Demonstrate strong administration skills; including the ability to work autonomously and with a high level of attention to detail, efficiency, and accuracy</p> <p><b>SC2</b> - Must be able to exercise initiative, show leadership and judgement in dealing with a wide range of people at all different levels</p>

	<p><b>SC3</b> – Highly proficient ICT skills across several platforms; including Microsoft Office applications, OneNote; Synergetic.</p> <p><b>SC4</b> – Strong and proven communication skills - both oral and written</p> <p><b>SC5</b> – Effective time management and organisation skills with the ability to work well under pressure and to meet deadlines; and be able to respond rapidly to change</p> <p><b>SC6</b> – Ability to work in a team environment and support the Christian ethos of the College.</p> <p><b>SC7</b> – Maintain a valid Blue Card and First Aid qualifications at all times</p>
<b>WORKPLACE HEALTH &amp; SAFETY</b>	<p>The College is bound by the provisions of the Work Health and Safety Act 2011 (the Act) which provides the legislative framework for workplace safety in Queensland. The Act protects employees, other persons at work, and members of the public who enter a workplace. It also creates significant responsibilities for individuals, notably Heads, managers, and employees. Achievement of the College’s WH&amp;S objectives depends on the cooperative efforts of everyone concerned.</p> <p>The employees of the College (including Contractors) are required to:</p> <ul style="list-style-type: none"> <li>• Take care to protect their own health and safety, and that of their fellow workers.</li> <li>• Comply with statutory requirements, College policies and procedures and all lawful instructions of managerial and supervisory staff.</li> <li>• Wear and/or use all necessary protective clothing and equipment issued in order to protect the health and safety of themselves and fellow workers.</li> <li>• Under no circumstances operate vehicles, plant, or equipment while under the influence of alcohol, drugs, or any other dangerous substance</li> <li>• Set a personal example.</li> </ul> <p>Where a staff member obtains evidence of a non-conformance with the WHS system, he or she must bring that non-conformance to the attention of his or her direct supervisor. Where such non-conformances involve significant risk to anyone’s health or safety, staff must bring them to the immediate attention of their supervisor; failing that, they will immediately inform their manager, up through the chain of command to the Principal if necessary.</p> <p>Non-conformance with policies, procedures and lawful instructions will be dealt with in accordance with the College’s Performance &amp; Disciplinary procedures.</p>
<b>HOURS OF DUTY:</b>	Full Time, Term time (Including Staff days)
<b>CLASSIFICATION</b>	Salary – Level 3, School Officers Award Terms and Conditions – As outlined in the current EBA document
<b>LOCATION</b>	Trinity Lutheran College 251 Cotlew Street, Ashmore
	Please note, based on operational needs of the college you may be required to travel to the Ashmore Road Campus.

**Applicants are expected to support the Christian ethos of this Lutheran College and to demonstrate courtesy, co-operation and teamwork with fellow members of staff.**

**Please note that this Position Description can alter with changes in the roles and responsibilities of the position, and that it will be used as a framework for regular appraisal.**

**Created: January 2022**

I have read, understood and agree to undertake the responsibilities and requirements as detailed in this position description.

Name:

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Signature:

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Date:

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