



Position Description

Administration Officer - Reception



Welcome to our School

Welcome to Haileybury Rendall School (HRS) where every student matters every day and where our vision is to be the best school in Northern Australia. Our School is closely affiliated with Haileybury Melbourne which delivers high quality education programs across its four campuses in Melbourne, virtual campus Pangea and campus in Tianjin, China. HRS also stands proudly as a leading independent co-educational Tier One School in Darwin, Northern Territory.

Developing and maintaining a strong academic culture is a high priority at HRS and this goes hand in hand with an holistic education that supports the health and wellbeing of all students. Our teaching framework includes the highly successful Explicit Teaching Model in the primary years and age-appropriate variations of this pedagogy through the secondary years. The strong ties between Haileybury Melbourne and HRS also provide numerous opportunities for our community to take part together in a broad and exciting range of activities. Partly to maintain this synergy, HRS is the only NT School that has adopted the Victorian Certificate of Education (VCE).

We also live the mantra that every team member matters every day and firmly believe that our staff are our greatest asset. High expectations are maintained in all that we do.

Discover more about Haileybury Rendall School at www.haileyburyrendall.com.au

Working with us

Haileybury Rendall School is proudly non-selective when it comes to the students who look to join our outstanding school. We believe in the potential of every child to achieve and contribute.

However, we are by contrast, very selective of staff who wish to work with us, whether they will be guiding our young learners or helping to keep the School operating efficiently and successfully through our Corporate Services department.

Those who join us are passionate about the delivery of innovative academic, co-curricular and pastoral programs that challenge and inspire our students and make a difference in their lives.

As a school we value the linguistic and cultural diversity of our staff and students. Staff are encouraged to contribute experience they may have of working with children from a culturally and/or linguistically diverse background.

Our vision and mission

As part of the Haileybury system of schools, we aim to be recognised as a great world school but, more locally, to be recognised as the best school in northern Australia.

Leading to our mission to develop high-achieving students who are connected globally, to each other and to the communities in which they live and which they will serve. A Haileybury Rendall School education will focus on the complete development of the student and will be characterised by a commitment to academic excellence, social justice, an international outlook and enterprise and entrepreneurship.



Position Details

Position title	Administration Officer - Reception
Reports to	Director of People at Culture
Employment status	Full time - ongoing
Annual Leave	6 weeks

Responsibilities

The role is the first point of contact for enquiries to the School, requiring quality communications and reception activities. In addition, the Receptionist attends to many student, parent and staff requests for assistance which requires a calm and efficient approach to the varying demands in order to achieve all necessary tasks.

Receptionist is responsible for:

- Provide a courteous and prompt telephone, email and reception service to all callers, parents, staff, relief teachers, contractors and visitors, ensuring that the appropriate staff member receives information appropriately, which contributes to the smooth running of the School and enhances the School's professional image.
- Act as the first point of contact for general enquiries and requests for assistance, in line with position, maintaining confidentiality and either responding or redirection to other staff members as appropriate, so that timely and relevant responses are provided.
- Ensure reception area is always maintained in a clean & tidy condition with relevant brochures being current and available.
- Ensure knowledge of staff movements in and out of the School. Manage visitor (including contractors and relief teachers) records and the issue of keys, laptops etc.
- Register and release students to and from school and maintain accurate records at all times.
- Issue student late notes as required.
- Receive and manage the internal distribution of mail, deliveries and arrange courier pickups and outgoing mail.
- Process EFTPOS payments and maintain appropriate records.

Administration Responsibilities:

- Working closely with others, maintain the accuracy and integrity of the data in the School's management information systems, including undertaking data entry.
- Ensure electronic scanning and filing of relevant documents are carried out regularly and efficiently. Undertake general typing, photocopying and laminating etc.
- Manage elements of the school intranet, updates and notices, as directed.
- Maintain an up-to-date internal telephone list.

General Responsibilities:

- Ensure the Front office is well presented and runs efficiently and effectively through the adequate maintenance of equipment and resources.



- Take responsibility for ensuring the common areas in and around the Administration Building (including reception areas, meeting rooms, kitchen, bathrooms, and staff lounge) are always presented to a high standard.
- Take the lead on evacuation and emergency procedures for the Administration Building.
- Attend and assist with school functions including evenings, as directed.
- Provide administrative support to Haileybury Rendall School Parents and Friends group.
- Provide back up support to other non-teaching areas of the School.
- Other tasks as directed by the Director of People and Culture.

Key election criteria

Mandatory:

- Proven reception experience with outstanding customer service focus with a proactive approach to addressing queries.
- Proven ability to determine priorities, meet strict timelines, effectively balance competing demands and the ability to work calmly under pressure with minimal supervision or as a member of a team.
- Proven ability to work cooperatively with others and a willingness to actively contribute to a dynamic team.
- Excellent time management, organisation and personal presentation and multi-tasking skills.
- Advanced interpersonal, oral and written communication skills.
- High level of computer literacy and accurate data entry skills.
- Strong experience in the Microsoft Office suite.

Desirable:

- Previous experience in a similar school-based role is advantageous.
- Experience with Synergetic and/or SEQTA will be highly regarded.
- Experience of working with children from a culturally and/or linguistically diverse background.

Personal qualities

- Highly organised.
- Patient and relationship oriented.
- Enthusiastic and conscientious.
- Ability to be part of a dynamic team.
- Flexibility.
- Ability to display patience with students.
- Confidence in public speaking.

Academic qualifications / certificates / licences

- Suitable qualifications and/or experience.
- Working with Children Clearance (Ochre Card).



- Police Check.
- CPR, Mandatory Reporting, Anaphylaxis & Asthma Training (available upon commencement)

Inherent qualities

Cognitive demands

- Ability to work with groups of students and to handle multiple (sometimes competing) demands from them and from colleagues and parents
- Ability to carry out high-level responsibilities, and effectively interact and communicate with students
- Ability to be resilient

Physical demands

- Ability to adapt a variety of body postures including prolonged standing, reaching overhead/forward, bending of back, squatting and rotation of neck
- Ability to lift/carry parcels of up to 5 kg for short distances

General information

- Haileybury Rendall School promotes the safety and well-being of children from culturally and/or linguistically diverse backgrounds.
- The successful candidate will be expected to support the vision and ethos of the School.
- Staff must ensure that all decisions, pertaining to their role at Haileybury, are made in line with legislations and Haileybury Rendall School Policies and Procedures.
- 38-hour week, 6 weeks' annual leave

Commitment to child safety

Haileybury Rendall School is committed to the safety and wellbeing of all children, including those under the care and supervision of the School. The School recognises the importance of, and its responsibility for, ensuring a safe and supportive environment which respects the rights of children and fosters their enrichment and wellbeing.

Haileybury Rendall School's approach to creating and maintaining a child safe environment is guided by the core belief that every student matters every day. The School's mission 'to develop high-achieving students who are connected globally, to each other and to the communities in which they live and serve', can only be achieved if its students are safe, feel safe and are empowered to participate in decisions which affect their lives.

Haileybury Rendall School's robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out reference checks to ensure that we are recruiting the right people. Applicants are required to have a Working With Children Clearance valid at all times and supply a cleared Police Check prior to employment. Applicants must familiarise themselves with Haileybury's Code of Conduct and Policy on Relationships between Staff and Students available on our website.



Haileybury Rendall School has zero tolerance for child abuse in any form.

Further information

Further information please contact Ben Bishop, Director of People and Culture (08) 8922 1611