



## RECEPTIONIST – SECONDARY WERRIBEE POSITION DESCRIPTION

**REPORTING TO:** Principal Secondary Werribee

**CAMPUS:** Werribee

**TENURE:** Temporary Full Time 46/52

### INTRODUCTION:

Heathdale Christian College is a co-educational, day school with campuses at Werribee and Melton.

Staff are required to work and act in accordance of the Biblical principles and beliefs, as set out in the College Statement of Faith and Values. It is an inherent requirement that staff are supportive of and abide by the Christian foundations, Christian ethos and Christian practice of the College.

### POSITION SUMMARY:

As the first point of contact for the Secondary Office, this position of Receptionist is to provide exceptional customer service, creating a warm, caring environment that leaves a lasting impression on our community members. Excellent communication skills are required.

### KEY RELATIONSHIPS:

- Principal of Werribee Secondary
- Deputy Principal of Secondary
- Personal Assistant
- Secondary Daily Organiser
- Secondary Staff
- Families
- Students
- External providers

### KEY RESPONSIBILITIES & DUTIES:

#### A. Key Tasks

##### Reception

- Maintain and be responsible for the secondary school reception area including but not limited to phones, visitors, and emails.
- Provide general administration duties.
- Be responsible for the student signin/signout portal.
- Provide assistance and help to students who might present at the Secondary office in the form of directing them to relevant staff or providing guidance on processes or procedures
- As required assist in the distribution of correspondence such as letters and memos.

- Gather and distribute information to staff as required.
- Providing administrative support to the Principal, Deputy Principal and Heads of Learning Modules in the organisation of major school events, examinations, and camps.
- As required, assist in any evacuation procedures.
- Organise catering for relevant school events, including set up and clean up.
- Welcomes visitors by greeting them in person or on the telephone.
- Answering or referring enquiries.
- Directing visitors to relevant areas.
- Excellent administrative and computer skills are essential. Knowledge and use of computer programs such as Word, Excel, and PowerPoint are required. Knowledge of school management system Synergetic is advantageous.
- Back up to the Secondary Administration team, as required.

## **B. Child Safety**

The College has a zero tolerance of child abuse.

This position is responsible for taking all practical measures to ensure that Heathdale Christian College's Child Protection and Safety Policy, Procedure and Code of Conduct are implemented effectively, ensuring that a strong and sustainable child protection culture is maintained within the College.

We have established a series of Child Safety Policies, Procedures and a Code of Conduct for all employees, volunteers and contractors working with our students. This is aimed to protect children from abuse and embed a culture of child safety in the school environment.

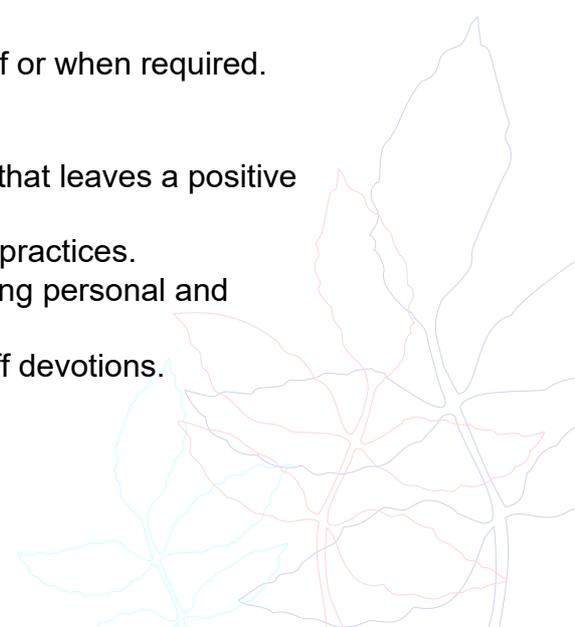
For more information please refer to the College website at <https://www.heathdale.vic.edu.au/about/policies/>

## **C. Accountability**

- Demonstrate a high level of communication, professional, and interpersonal skills when relating to staff, families, and the larger community.
- Ability to work as part of a team.
- Assist other team members and colleagues if or when required.

## **D. General and Administrative**

- Provide a calm and welcoming environment that leaves a positive impression of the College
- Adhere to College policies, procedures, and practices.
- Adhere to the College's expectations regarding personal and professional presentation and dress.
- Attend and if required participate in daily staff devotions.





### **OTHER DUTIES:**

Any other assigned duties may be directed by the Principal or their nominee as required and in consultation.

Display and have the ability to perform the tasks which are essential to perform job productively and to the required professional standard. The ability to work effectively in a team, ensuring safety and good work practices at all times.

### **COLLEGE EXPECTATIONS:**

All staff are expected to:

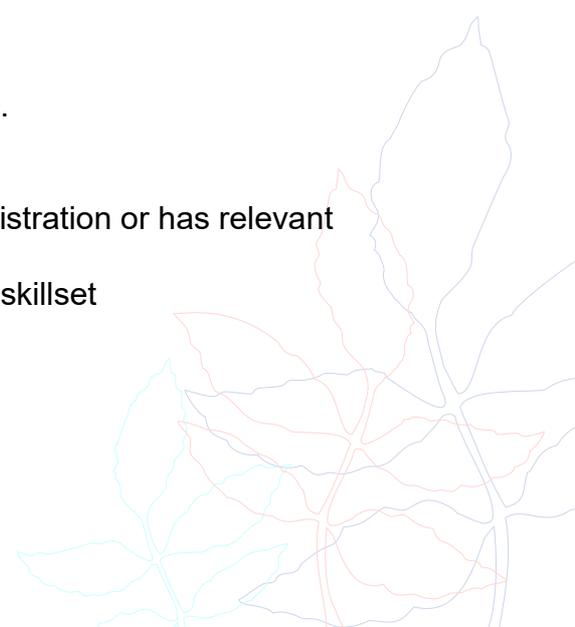
- Perform their responsibilities in a manner which reflects the College's mission, objectives and philosophy. In particular, staff are expected to role model an active Christian faith that will be demonstrated in part by an active involvement in the wider Christian Church.
- Be Christian role models and examples to all people associated with the College.
- Participate in leading College devotions that involve staff and students and attendance at the staff spiritual enrichment days.
- Support the College's guidelines and policies.
- Perform your responsibilities in a manner which reflects and responds to continuous improvement.
- Contribute to the efficient and effective functioning of their team\ s in order to meet organisational objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor.
- Perform your responsibilities in a manner which reflects the College's zero tolerance for child abuse and in accordance with the College's Child Safety policies.
- Familiarise themselves and comply with the relevant College policies including Occupational Health and Safety.

### **REMUNERATION:**

The salary will reflect both qualification and experience.

### **MINIMUM QUALIFICATIONS AND EXPERIENCE:**

- Certificate IV preferably in Business / Administration or has relevant reception experience.
- Excellent written and verbal communication skillset
- Solid organisational skills
- Valid WWCC 'E' & Police Check



## ATTACHMENT 'A'

### Key Relationships defined:

WITH	PURPOSE	FORUM
<b>Principal and Deputy Principal Secondary Werribee</b>	<ul style="list-style-type: none"> <li>As required, work with the Principal and Deputy Principal of Secondary</li> </ul>	Meeting on an 'as needs basis'
<b>Personal Assistant</b>	<ul style="list-style-type: none"> <li>Work closely with the PA - Secondary to ensure reception and admin tasks are organised and controlled</li> </ul>	Meeting on an 'as needs basis'
<b>Secondary Daily Organiser</b>	<ul style="list-style-type: none"> <li>Work closely with the Secondary Daily Organiser to ensure reception and admin tasks are organised and controlled</li> </ul>	Meeting on an 'as needs basis'
<b>Secondary Staff</b>	<ul style="list-style-type: none"> <li>As required, work closely with staff to ensure requests are met</li> </ul>	Meeting on an 'as needs basis'
<b>Families</b>	<ul style="list-style-type: none"> <li>As required, liaise with the families to ensure requests are met and queries are answered in a timely manner</li> </ul>	Meeting on an 'as needs basis'



<b>Students</b>	<ul style="list-style-type: none"><li>Assists students with enquiries and requests</li></ul>	Meeting on an 'as needs basis'
<b>External Providers</b>	<ul style="list-style-type: none"><li>As required, be the main point of contact for external contractors and always ensure safety</li></ul>	As required

