



STAR OF THE SEA COLLEGE, BRIGHTON

Receptionist Role Description

OVERVIEW

Star of the Sea College is a Catholic Independent Girls' school, founded by the Presentation Sisters in 1883. Since 2014, Star of the Sea College has operated under the auspices of Kildare Ministries.

At Star of the Sea College we hold the care, safety and wellbeing of our students as a central and fundamental responsibility of our College. Our commitment is drawn from, and inherent in, the teaching and mission of Jesus Christ, with love, justice and the sanctity of each human person at the heart of the gospel: CECV Commitment Statement to Child Safety.

The person of each individual human being, in his or her material and spiritual needs, is at the heart of Christ's teaching: that is why the promotion of the human person is the goal of the Catholic School (Congregation for Catholic Education 1997, n.9).

Star of the Sea College promotes the safety, wellbeing and inclusion of all students.

MAJOR AREAS OF RESPONSIBILITY:

The Receptionist will

- Operate a busy switchboard; answering calls, handling queries and providing information related to the College
- Carry out general administrative tasks
- Assist in the preparation of materials for Foundation Day, Graduation, Presentation Night and other events.
- Ensure that all visitors to the college are signed in and the relevant person is notified of their arrival
- Assist with payment processing for the Business Office
- Assist in the preparation and uploading of documents such as the daily student bulletin and mail outs
- Support Student Services in sending Operoo alerts and updating Synergetic data
- Process incoming and outgoing mail and organise distribution
- Update email lists, phone lists and staff location lists
- Other duties as directed



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DUTY STATEMENT

The following duties are aligned to the major areas of responsibility for Receptionist:

<p>1. Switchboard operation</p>	<p>Responsibilities include;</p> <ul style="list-style-type: none"> – Answering all calls and directing as required – Forwarding messages to voicemail – Answering general enquires – Booking couriers/taxis as requested
<p>2. Administrative tasks</p>	<p>Administration tasks such as:</p> <ul style="list-style-type: none"> – Welcome guests and ensure sign in protocols are followed – Record of staff who leave the premises for any reason in case of an emergency – Record bus registrations and contact telephone numbers of staff supervising excursions/sport – Sort mail and distribute to pigeon holes as required – Open general Star of the Sea College mail for distribution – Collate post in the evening and drop off nightly at the Post Office – Help with bulk mail out processes, such as address labelling – Enter data into Synergetic as directed – Provide backup for Operoo messaging to parents – Process payments for the Business Office as directed – Distribute stationery items to pigeon holes or office spaces in conjunction with the Administration Services Officer – Prepare the daily student bulletin and upload to SIMON – Other administrative tasks as directed – Administrative assistance to College faculties and departments as required
<p>3. Other</p>	<p>Other tasks such as;</p> <ul style="list-style-type: none"> – Support of other administration staff during designated breaks – Assist in the preparation of material for events such as Foundation Day, Graduation and Presentation Night. – Order supplies-stationery, photocopy paper, kitchen supplies(tea/coffee/milk etc), postage supplies, etc.



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CRITERIA FOR EFFECTIVENESS IN THE ROLE

The effective performance of the Staff Administration Services Officer will be due to their capabilities across a broad range of the following:

Attributes & Dispositions

- welcoming and positive disposition
- respect for the identity, Mission and Guiding Principles of education in the Presentation tradition at Star of the Sea College
- loyalty, authenticity, trustworthiness and reliability
- perseverance, discretion, courage and patience in the face of complex and confidential situations
- a tenacious and resourceful capacity for hard work
- readiness to actively contribute to teamwork
- determination to keep to timelines and manage deadlines
- approachability as an active listener
- openness to change and to learning in all situations

Knowledge & Understandings

- the appropriate avenues and resources for seeking support and clarification including when handling sensitive situations and information
- comprehensive understanding of the College's policies and procedures
- an ability to understand the working of a school and the daily schedule of events which impact staff and students.

Skills & Capabilities

- excellent administrative skills demonstrating:
- the ability to implement effective and efficient work practices
 - the ability to locate information quickly and accurately
 - the ability to work collaboratively, flexibly, independently and creatively in a demanding environment
- exemplary customer service focus demonstrating:
 - the capacity to multi-task and pay close attention to detail
 - the capacity to negotiate
 - the capacity to maintain professional relationships within the College community and with the wider community on behalf of the College where necessary
- excellent capabilities in the use of information and communication technologies especially: Microsoft Office system, Adobe, Synergetic database management, Operoo
- the ability to choose and use formats for written communications appropriate to diverse needs
- the ability to integrate habits and practices of ongoing review and evaluation to ensure continuous improvement and development of the role



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Conditions of employment

Direct Report	Deputy Principal - Staff
Tenure	Ongoing FTE 1.0
Date	November 2023
Qualifications	Experience in the use of Synergetic and Operoo desirable Experience in school setting desirable
Salary	Entitlements under the Victorian Catholic Schools Multi Employer Agreement (2018)
Approved by	Principal
Version	3
Amendments	