



St Aloysius' College

ROLE PROFILE

Title	Receptionist (Senior School)
Date of last review	November 2009
Reports to	Deputy College Principal
Accountable to	Principal
Incumbent	TBA
<i>(Signatures)</i>	
_____	_____
(Name of Incumbent)	(Fr) Ross Jones, SJ Rector
_____	_____
Date	Date

St Aloysius' College ("the College") may review and vary this Role Profile as required, after appropriate consultation with the incumbent, in response to the changing needs of the College.

Role purpose/objectives

The Receptionist gives expression to the College's vision and mission by –

- supporting and assisting the College in the formulation, implementation and monitoring of its services to the College community, and its operational activities;
- modelling professional conduct and practice in accordance with the responsibilities and core competencies of the role and as a member of the College community;
- implementing College policies, procedures and guidelines as amended or replaced; and
- performing all duties imposed by law as amended or replaced.

Key function area responsibilities

- Performs, and is accountable for the complete range of Reception and support activities within the Senior School. Such activities include:

- develop and maintain a comprehensive knowledge of the College – its structures, services and operations – to support effective and efficient communication within the College;
- maintain the presentation, cleanliness and tidiness of the Reception and entry foyer at all times to promote the professional image of the College to students, staff and visitors to the College;

(This includes: furniture, reading materials, and the trophy cabinet in the foyer.)

- assist with the development, implementation and maintenance of practical and easy-to-use administrative systems and procedures for the Reception to operate in an effective and efficient manner;
- receive and welcome visitors to the College, accept and re-direct all deliveries, and ensure that appropriate security is maintained;
- promptly answer telephone calls to the College at the Switchboard and direct callers to the appropriate contact or take and deliver messages to support the activities of the College;
- distribute facsimile and email messages received by the College to the responsible staff in a timely manner to support effective and efficient communication within the College;
- coordinate all incoming and outgoing mail (including: courier pick-ups) and maintain all mail supplies (for example, envelopes, boxes, packaging) required, to support effective and efficient mail communication for the College;
- Assist, where required, with the collation and reporting of all student absences and entering of information into the Synergetic Management System database to ensure staff are effectively advised of student attendance;
- assist/relieve, where required, the Administration Assistants responsible for the Green Sheet, Gonzagan, parent/Teacher interview scheduling, school reports, and student photo orders;
- maintain the staff timesheet (sign in/out) book for relevant staff, to ensure the known attendance of staff and the duration of their attendance is accurately recorded;
- maintain the register of visitors to the College to ensure the location of contractors and other visitors and the duration of their stay is accurately recorded;
- maintain the diary of the Chapel bookings and arrange the interview sheet to support the coordination of College activities;
- receive and process applications by students for rail, bus, ferry and other concession passes; negotiate issues relating to those passes, and conduct all requests for auditing the passes;

- undertake word processing, data entry and other administrative/clerical and general assistance as required to support the school based activities of the College (thus excluding: the College Council, Foundation, SACOBU, and Parents and Friends Association). This assistance includes operating as part of team by assisting other staff and Departments with work throughout the year, and particularly during peak work periods;
- maintain the First Aid kits/supplies kept in the Reception, and others as directed by the College from time to time, in accordance with the College’s procedures;
- direct all student illnesses and injuries to the Student Supervisor (at first instance) or the Deputy College Principal.

(Subject to negotiation) Provide First Aid to students in emergency situations only or as otherwise directed by the Deputy College Principal, and contact parents to ensure they are aware of illnesses or injuries and the actions taken by the College;

- at the end of each day, liaise with the person responsible for an event/function/meeting at the College that evening or the next day, and develop/print/post all signage at Reception, in the entry foyer and at the front of the school to facilitate such occasions in an orderly manner;
 - maintain an accurate and effective “handover book” for Reception relief staff to assist in maintaining consistency of information in the College at all times;
 - lock-up the Reception and main doors to the College at the end of each day;
 - where determined by the Principal, provide relief to the College Junior School Reception and switchboard as required; and
 - assist the Deputy College Principal by recommending systems improvements and areas of potential savings for the College.
- Following consultation with the Deputy College Principal, provides assistance to other functions within the College during pupil vacation periods.
 - As a member of the College community, perform, and is accountable for other responsibilities and activities allocated by the Deputy College Principal, Principal or Rector, or others as delegated, to support the effective operation of the College.

Such responsibilities include the occupational health and safety (“**OH&S**”) responsibilities of staff at the College, which include:

- Supporting the Rector’s implementation of the College’s OH&S management system and safety culture; and
- Complying with College policies, including OH&S policy, procedures, guidelines and reasonable instructions to promote the safety culture.

Core competencies

	Behavioural statements
College environment	In-depth understanding of the College's vision and mission, Strategic Management Plan as it pertains to the position, structure, services and operations (particularly awareness of daily events and programmes).
Stakeholder service	Demonstrates an empathic, effective relationship with students, parents, colleagues and members of the wider College community, and provides a high quality, timely service that satisfies their needs.
Confidentiality	Demonstrates an appreciation for the sensitivity associated with the work of the position, and respects at all times, the confidentiality of information and documents to which one has access in the course of, or arising from, employment with the College and the performance of the position. Exercises discretion with sensitive issues.
Initiative	Shows resourcefulness, creativity and self-reliance in undertaking tasks and tackling problems, and works with minimal supervision/guidance.
Adaptability	Copes with changing circumstances, adopts flexible approaches to different situations and problems, and is open to continuously improving methods of completing tasks.
Organisation and time management (including multi-tasking)	Prioritises and organises tasks, and meets the changing demands of the role in a timely manner.
Communication (oral and written)	Writes and listens effectively, logically, and responds to others in a tactful and courteous manner, modifying communication to take into account various people's needs, especially students.
Team work	Attitudes and actions take the rest of the team into account, and contributes to team performance and team morale.
Computing / equipment	Demonstrates high-level skills in word processing, spreadsheets, database management and intranet/presentation packages, as applicable to the role. Able to operate the Reception Switchboard effectively.

Rotation scheme

For the purposes of meeting the College's service and operational needs, particularly risk management and staff multi-skilling, the role participates in the College's job rotation scheme for its Direct Teacher Clerical support staff.

Industrial award

- The position is governed by the *School Support Staff (Catholic Independent Schools) (State) Award 2005 (“the Award”)* as amended or superseded, and the *St Aloysius’ College, Milsons Point School Support Staff Enterprise Agreement 2008* as amended or superseded.
- Two key provisions of the Award pertaining to the position are as follows:
 - position is classified under the Award as Level 2; and
 - position is required to work 48 weeks of the year.

Selection criteria

Knowledge

Demonstrated knowledge of:

- the mission and values of the Catholic Church;
- (*Desirable*) school operations;
- parental interests and concerns as they pertain to schools and student education; and
- OH&S principles and practices to ensure work is conducted in a safe manner.

Skills

Demonstrated ability in:

- stakeholder relationship building and management;
- using initiative (working with minimal supervision/guidance), adaptability and team work;
- customer service approach to problem solving;
- listening, and through foresight and applying analytical and problem-solving skills, making judgements and recommendations for handling matters;
- applying a methodical approach to work, with a key focus on follow-through;
- organisation and time management;
- effective communication (oral and written) and mature interpersonal skills, particularly modifying style and approach to meet the needs of various people, especially students;
- preparing correspondence and system and procedural documentation;
- maintaining confidentiality and exercising discretion with sensitive issues;

- effective and efficient conflict resolution; and
- computer usage, with word processing, spreadsheets, database management and intranet/presentation packages, as applicable to the position.

Experience

- ***Demonstrated*** experience in Reception work and Switchboard operations in a busy work environment.
- Roles involving significant organisation and wider community liaison.

Qualifications

Other

- Be well groomed and well spoken.