



POSITION DESCRIPTION

POSITION:	Senior School Receptionist
KEY RELATIONSHIPS:	This position reports to the Executive Assistant to the Principal. All positions at the School ultimately report to the Principal.
POSITION STATUS:	Part-time, Ongoing role (inclusive of 4 weeks' Annual Leave pa, to be taken during school holidays) 5 x days per week, 4.75 hours per day (8.00am – 12.45pm OR 12.15pm – 5.00pm)
PRIMARY FOCUS:	The position of School Receptionist is responsible for the management of the Senior School's main office, including the visitor reception area and front of house activities of the School, including answering of telephones, meeting and greeting appointments and visitors to the School.
DOCUMENT DATE:	June 2023

CAMBERWELL GIRLS GRAMMAR SCHOOL – A Community Dedicated to Learning, Action and Service

Our Vision

A leader and innovator in education, dedicated to fostering a passion for learning and building a more just and sustainable world.

Our Mission

A Christian school in the Anglican tradition, inspiring students in their love of learning and nurturing compassionate leaders with global mindsets.

Our Values

We welcome students of all faiths and cultures, educating them to see wisdom through intellectual inquiry, service learning and spiritual growth, honouring the values of integrity, commitment, respect, hope and courage.

Our Key Areas of Focus

- Learning Designed for All
- Our Community
- Our Expert Workforce

Our Motto

'Utilis in Ministerium' (Useful in Service)

COMMITMENT TO CHILD SAFETY

Camberwell Girls Grammar School (CGGS) is a child safe organisation which welcomes all children, young people, their families and their participation. We are committed to providing culturally inclusive environments where all our students are safe and feel safe and have confidence their voice is heard. We promote positive interactions between students and adults, and between students and their peers based on mutual trust and respect.

Child safety is a shared responsibility. Everyone engaged or employed by CGGS has a role to play in promoting child safety. All are aware of their responsibility to promptly raise issues or concerns about a child's safety or wellbeing. We have zero tolerance for child abuse and we take proactive steps to identify children who may be at risk or experiencing vulnerability to mitigate harm or distress.

Particular attention is given to the safety needs of Aboriginal or Torres Strait Islander students, those from culturally and linguistically diverse backgrounds, students with disabilities, international students, those unable to live at home and children and young people who identify as LGBTQIA+.

Senior School / Administration

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We regularly seek input from students, parents, carers, staff and volunteers in our child safe practices and communicate our policies and ongoing strategies following each systematic review

STAFF OBLIGATION TO CHILD SAFETY

All staff at Camberwell Girls Grammar School (CGGS) take an active role, and are well informed of their obligations, in relation to Child Safety Ministerial Order No 1359 – “Child Safe Standards – Managing the Risk of Child Abuse in Schools and School Boarding Premises”. The CGGS Child Safety Commitment is incorporated into the school’s employment cycle from recruitment and reference checking to induction, probationary and 12 monthly performance reviews and regular Professional Learning. Employment at CGGS is subject to school policies including the Child Safety and Wellbeing Policy, Community Code of Conduct (includes Child Safety), Child Safety Mandatory Response and Reporting Policy being read, understood and adhered to.

CHILD SAFETY EXPECTATIONS FOR STAFF

All staff at CGGS must ensure that at all times their students have a child safe learning environment. Every interaction that a staff member has with a student must be conducted with child safe standards in mind and with an understanding of the CGGS child safe policies and procedures. This relates to all student interactions onsite, offsite or online, and in all programs including excursions, events, camps and parent involvement activities.

KEY INTERNAL CONNECTIONS

Reporting directly to

- Executive Assistant to the Principal

Associated Relationships

- Principal
- Chief Financial and Operating Officer
- Deputy Principal
- Heads of Senior, Middle and Junior School
- Director of Human Resources
- Admissions Manager
- CGGS Staff

KEY DUTIES & RESPONSIBILITIES

1. Front of House & Visitor Reception Duties

- Manage the Visitor Reception area of the School, including general administrative functions to ensure the smooth function of Reception.
- Maintain the Visitor Reception area of the School as an attractive, welcoming and highly professional environment.
- Ensure the Visitor Reception meeting room is ready for use for new appointments.
- Greet all visitors and enquiries with the utmost attention and provide assistance as required.
- Assist in guest management, including screening of visitors to the School.
- Manage the switchboard operation and responsibility for School phone and voicemail system, including managing reported faults and liaising with the ICT Department.
- Respond to all calls in a prompt, courteous, helpful and professional manner.
- Update messages on switchboard voicemail, as required.
- Manage all incoming and outgoing mail to the School, including the School’s general email account, deliveries, packages and faxes for their distribution.
- Manage the distribution of school communications as required.
- Arrange couriers as required.



2. Documentation, Processes and Office Management

- Assist with general overflow of work from various departments of the School, including the Executive Assistant to the Principal, Admissions Department and HR Department, as required.
- Provide basic administrative support to staff, as required, including laminating, photocopying, printing, guillotining etc.
- Maintain accurate records, databases, files and a network of School contacts.
- Manage the processing, filing and archiving of school papers, reports and other correspondence in a timely manner.
- Manage the ordering of stationery, groceries and paper supplies for the Senior School.
- Maintain attention to detail and thoroughness in following systems and processes.
- Ensure Senior School print rooms are stocked with paper and required resources.
- Report faults for photocopiers and fax machines, as required.
- Amend phone and pigeonhole listings in readiness for distribution at the commencement of each Term.

3. Interpersonal Skills

- Understand and build relationships with staff, students, Council and CCGS community.
- Liaise promptly and efficiently with external organisations and professionals.
- Ensure that welcoming and supportive interactions occur with all who communicate with the School.
- Work with discretion and confidentiality.
- Ability to deal with difficult situations or unexpected events and support those involved.
- Ability to identify ways of delivering a high-quality service.

4. Communication

- Attend to all correspondence, emails and telephone calls in a timely and professional manner, as directed, and draft responses as required.
- Understand the structure of the School in order to respond professionally to all enquiries.
- Respond to enquiries on behalf of the School within authorised delegation.
- Liaise with and direct enquiries to other members of the School Management Team, as appropriate.

5. Other duties as appropriate to the position

- Attend staff meetings as scheduled each term
- All other duties and responsibilities as set out in the CCGS Staff Handbook

6. Health & Safety

All staff are expected to:

- Adhere to and implement all safe work practices and procedures in accordance with the CCGS Occupational Health & Safety policy, Workplace Health & Safety policy and Manual Handling policy
- Work safely and report any hazards in accordance with school procedures
- Monitor and take full care of the health and safety of others within area of responsibility
- Participate when required in the resolution of safety issues

7. Staff Review

All staff are expected to:

- Participate in the School review process annually in order to continuously improve knowledge and practice



KEY PERSONAL ATTRIBUTES

- Exemplary communication and interpersonal skills
- High standard of personal presentation
- High level problem solving and analytical skills.
- Demonstrated initiative and flexibility.
- Ability to work independently, as well as working collaboratively in a team.
- Ability to develop, build and nurture relationships.
- Extremely high standard of personal ethics and good character.
- The ability to be discreet and maintain confidentiality.
- Accessible and approachable for both staff and students.
- Excellent time management skills and ability to multi-task.
- High level computer and systems competencies, including Microsoft Office Suite (Outlook, Word, Excel and PowerPoint).

QUALIFICATIONS

Essential Criteria: 3-5 years reception and/or customer service experience
Current Working with Children Check
Current National Criminal History Police Check

Desirable Criteria: Relevant qualification
Experience in a School environment
First Aid qualification (Level 2) and current CPR qualification
Asthma Awareness qualification
Anaphylaxis Awareness qualification in line with Ministerial Order No. 706

PROFESSIONAL EXPECTATIONS

- Demonstrate commitment to Ministerial Order No. 1359 – Implementing the Child Safe Standards, and CGGS Code of Conduct
- Be responsive and maintain respectful communications and collaborative relationships with the CGGS community
- Model exemplary ethical behaviour and exercise informed judgments in all professional dealings
- Meet expectations as set out in the CGGS Staff Handbook
- Adhere to and implement all safe work practices and procedures in accordance with the CGGS Occupational Health & Safety policy, Workplace Health & Safety policy and Manual Handling policy
- Work safely and report any hazards in accordance with school procedures
- Participate in OHS training as required
- Fully vaccinated (boosted) against COVID-19

WHY WORK AT CAMBERWELL GIRLS GRAMMAR SCHOOL?

Camberwell Girls offers opportunities for every student to be the creator of high-quality work, in an environment focused firmly on the future. Through academic excellence, we pride ourselves on being innovative as well as providing the following benefits to all staff:

- Staff wellbeing focus and fun social activities
- Salaries and packages above Award-level
- Active Professional Learning & Development programs
- Paid Discretionary Leave
- Additional paid Personal/carer's Leave
- Employee Assistance Program available for all staff and their immediate household members

N.B. This position description is not intended to represent the entirety of the position nor is it intended to be all-inclusive. CGGS reserves the right to modify this position description in consultation with the incumbent from time to time depending on the operational needs and requirements of the School.