

Position Description

Title: Receptionist/Administration Officer



This Position Reports to: People and Culture Manager

Department: Corporate Services Team

Date: July 2024

PREAMBLE

As a staff member of The Southport School, it is crucial that you understand the underpinning philosophy and aims of this school, its routines and administration, and more importantly, that you actively support the Anglican Ethos of the School. The School Prayer gives a clear understanding of the School Aims.

*Make us a truly Christian Community where education embraces the whole of life.
With the school may we find acceptance, healing and growth through faith in Christ
and in turn service to others.*

OUR TSS VALUES

We are a TEAM

We work together in a spirit of trust, loyalty, inclusion and mutual respect. We persist and encourage each other to do our best each day.

We are a community of SCHOLARS

We learn every day and our interests and different approaches bring diversity of opportunity and enrich our understanding of the world.

We are here to SERVE

We contribute positively to our classes, our teams, our school, our families, and our communities, learning to lead and to improve the world in which we live.

STUDENT PROTECTION IN ANGLICAN SCHOOLS

Anglican Schools and Education & Care Services are committed to providing environments where children and young people receive the highest standard of care, where their rights are supported, and they have opportunity to thrive and be fruitful. Such environments nurture and safeguard the intelligence, dignity, safety and wellbeing of each child or young person, by placing them at the centre of thought, values and actions.

As reflected in our Ethos, our vocation is education, driven by a vision of humanity, shaped by the image of God made visible in Jesus, present in every human being.

- Every child: made in the image and likeness of God.
- Every child: loveable and loved, unique and unrepeatable.
- Outstanding education for the flourishing of people and the good of community.

Our faith is lived. We are hospitable and welcoming communities, who embody compassion, kindness, fairness, justice and love, and where exceptional pastoral care is practiced.

Working and serving the best interests of children and young people is in everyone's best interest. This is achieved through sustaining living and learning environments that are safe, supportive and stimulating. Specifically, we:

- place emphasis on genuine engagement with children and young people.
- create conditions that reduce the likelihood of harm to children and young people.
- create conditions that increase the likelihood of identifying harm where it exists; and
- respond swiftly and appropriately to any concerns, disclosures, allegations or suspicions.

This commitment is sought to be consistently reflected through the decisions and behaviour of all persons within the School or Service, who are guided by effective governance, policies, tools and processes. This fosters a child safe culture, where acting in children and young people's best interests is at the heart of what we do.

PURPOSE OF THIS DOCUMENT

To provide the team member with the key selection criteria, specific duties and responsibilities and general responsibilities against which your appointment to, and performance in the job, will be assessed.

As part of the team, you will be expected to know the policies and procedures that govern some of the tasks you will be performing.

KEY SELECTION CRITERIA, QUALIFICATIONS AND EXPERIENCE:

Selection Criteria

- Demonstrated excellent written and verbal communication skills and interpersonal skills necessary to work with all members of the school community.
- Intermediate to advanced skills in the use of Microsoft products including Excel, Word, PowerPoint.
- Strong time management and prioritisation skills – the ability to multi-task, meet deadlines, and work within agreed timeframes in support of a number of teams.
- Demonstrated problem-solving abilities, and the ability to adapt to meet the operational needs of the different departments as and when required.

Qualifications and Experience

Working With Children Check (Blue Card): Must hold valid Blue Card.

Additional requirements:

- Provide a recent criminal history check certificate – must be within 2 months of appointment.
- Hold a current First Aid Certificate that includes CPR.

DUTIES AND RESPONSIBILITIES FOR THE POSITION

This part of the document outlines the responsibilities required to competently perform the duties of the position. Of course, you will also be required to perform any other duties that the Headmaster, or their delegate, may direct you to perform, and which could reasonably be considered relevant to the position.

SPECIFIC DUTIES AND RESPONSIBILITIES

The Receptionist/Administration Officer role in The Southport School, holds a crucial role as the welcoming and professional “face” of TSS for the community, parents, students and stakeholders.

This position plays a pivotal role in fostering a positive corporate services environment that supports the effective and efficient operations of the school. This role liaises with other corporate departments and adheres to relevant corporate policies and procedures.

The primary purpose of this role is to provide an exceptional front of house and main switchboard service to the whole school community including but not limited to, staff, students, parents, school guests and wider community members. This role creates memorable and long lasting ‘first impressions’ coupled with a very high service ethic that requires exemplary problem-solving skills, initiative, discretion, confidentiality and the ability to show compassion and empathy when required. This role requires exceptional communication skills with the goal of delighting all stakeholders with the greeting and service they receive.

Additionally, this role will provide administrative support to the Corporate Team with duties such as recruitment support, diary/appointment management, compliance and any other areas of support that may be required and arise from time to time as requested.

Key responsibilities:

Front office reception duties

To be the welcoming and professional “face” of TSS for the community, parents, students and stakeholders by:

- Ensuring personal presentation is of an exceptional professional business standard and that all communication, verbal, by phone and written is formal and meets the professional expectations of the School at all times.
- Managing the main switchboard for the School, answering all calls in a friendly and professional manner and assisting the community wherever possible.
- Ensuring that any messages that are taken by phone are provided to staff in a timely manner – follow up from time to time may be necessary.
- Manage the lobby area by keeping it clean and tidy and making sure that there are enough brochures on display and that all lights and air conditioners are on or off – that the reception desk area remains tidy and always well-organised and of a professional presentation standard.
- Attending the reception desk and assisting all visitors, parents, students and staff in a friendly and professional manner.
- Ensuring that all visitors sign in and out - visitor passes must be issued for every guest – guiding guests on any student protection requirements whilst on campus.
- Sorting the mail ready for distribution daily by the Student Services team – sorting and distributing the mail through the school holiday periods. Allocate and re-label teaching staff pigeonholes annually.
- Prepare all outgoing mail for postage daily and organise mail operations during school holidays periods.
- Maintaining the staff telephone contact list so that it remains up to date all times.
- Monitor the TSS ‘reception’ email account, redirecting and responding to all emails as necessary.

Administration Officer duties:

To provide generalist administrative support to the Corporate team by:

- Providing general administrative support to Human Resources, Marketing and Admissions to assist in periods of high workflow when able to do so – team-based support approach.
 - Maintaining and updating the ERM compliance system with any relevant compliance requirements as they relate to new staff and or mandatory training events.
 - Recruitment: scheduling interviews, booking rooms/facilities, contacting candidates and panel members as advised by the People and Culture Manager.
 - Coordinate and order name badges as and when required and any other new staff requirements – devices, fobs, keys, etc.
 - Assist the People and Culture Manager with any new staff induction requirements by providing new employee packs and information, log on details and induction links to new employees, tutors, sports coaches, etc.
 - Any other duties and responsibilities as reasonably directed by the People and Culture Manager.
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GENERAL DUTIES AND RESPONSIBILITIES

Student protection and child safety responsibilities:

- Ensuring a comprehensive understanding of all relevant policies, procedures, guidelines and reporting protocols at The Southport School.
- Creating and maintaining a safe and secure environment where students feel physically and emotionally protected.
- Recognising signs of abuse, neglect, harm, and inappropriate behaviours and conduct of students, staff, volunteers, visitors and other persons engaging with the students.
- Immediately report suspicions of harm or disclosures to a Student Protection Officer, or the Director of Student Protection, or the Headmaster concerns and disclosures as a mandatory reporter.
- Educate students about their own personal safety, empowering them to understand and assert their boundaries and seek help if they feel unsafe.

Ensure all school policies and procedures are complied with by:

- Complying with legal obligations of an education establishment including complying with established industrial relations practices and requirements.
- Compliance with the Student Protection Policy and Procedures including ensuring that the well-being of all students is closely monitored, and any concerns are reported to the appropriate support and leadership staff.
- Understanding that at no time does any worker have the authority to reprimand any student or any co-worker, but to take responsibility to report any issue to the Dean of Students or any member of the School's senior management panel.

Ensure a safe and healthy work environment is provided for students, employees and visitors by:

- Complying with the Workplace Health and Safety Legislation and Regulations.
- Complying with The Southport School Workplace Health and Safety Policy
- Implementing documented basic safety and security practices.
- Preventing hygiene risks and problems through implementation and adherence to policy and procedures.

Display positive interpersonal skills needed for the delivery of quality service, with a particular emphasis on communication and teamwork by:

- Communicating effectively one on one in the workplace.
 - Communicating and participating effectively as a member of a team in the workplace.
 - Providing confidential employee and client relations for counselling and any grievance procedure that may take place.
 - Presenting a positive, professional and dynamic image of the School to employees, clients and visitors at all times.
 - Initiating and driving the business forward by directly representing the School's ethos and motto.
 - Demonstrating the very highest level of personal insight, initiative and maturity in all that is done and to display a sense of flexibility and willingness to work as an integral member of the team.
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