



RECEPTIONIST Position Description

POSITION DETAILS			
Department	Administration	Enterprise Agreement	Launceston Church Grammar School (General Staff) Agreement
Location	Junior Campus	Remuneration	School Administration Officer Grade 4
Manager	Head of Junior Campus	WHS Role	Workplace Health and Safety Worker
Employment Status	Full time	Date	9 September 2021

ABOUT LAUNCESTON CHURCH GRAMMAR SCHOOL

Launceston Church Grammar School is an Anglican co-educational day and boarding community where global learners and leaders are nurtured, challenged and inspired to serve and shape our world with courage, curiosity, creativity and compassion.

GRAMMAR IDENTITY	GRAMMAR IDENTITY IN ACTION	GRAMMAR VIRTUES
<ul style="list-style-type: none"> • Global Learners and Leaders • Courageous Learners and Leaders • Curious Learners and Leaders • Creative Learners and Leaders • Compassionate Learners and Leaders 	<ul style="list-style-type: none"> • Understanding, engaging and influencing our world. • Embracing challenges in our world with sincerity and justice. • Exploring and examining our world. • Discovering and designing solutions for our world. • Seeking and serving the needs of our world. 	<ul style="list-style-type: none"> • Wisdom, Gentleness, Love • Sincerity, Justice, Forgiveness • Humility, Thankfulness, Patience • Hope, Joy, Perseverance • Service, Compassion, Kindness

PURPOSE OF THE POSITION

As part of the Administration team, this position is responsible for providing excellent customer service to visitors, staff, parents and students.

REPORTING RELATIONSHIPS					
<pre> graph TD ED[Executive Director of School Services] --- FAM[Finance and Administration Manager] HJC[Head of Junior Campus] -.-> FAM HJC -.-> PA[Personal Assistant to Head of Junior Campus] HJC -.-> R[Receptionist] FAM --- PA FAM --- R </pre>	<table border="1"> <tr> <td>Direct Reports</td> <td> <ul style="list-style-type: none"> • Nil </td> </tr> <tr> <td>Key Relationships</td> <td> <ul style="list-style-type: none"> • Executive Director of School Services • Finance and Administration Manager • Head of Junior Campus • Deputy Head of Junior Campus • Personal Assistant to Head of Junior Campus • PYP Coordinator • Director of People and Culture • Students • Parents/Guardians • Visitors </td> </tr> </table>	Direct Reports	<ul style="list-style-type: none"> • Nil 	Key Relationships	<ul style="list-style-type: none"> • Executive Director of School Services • Finance and Administration Manager • Head of Junior Campus • Deputy Head of Junior Campus • Personal Assistant to Head of Junior Campus • PYP Coordinator • Director of People and Culture • Students • Parents/Guardians • Visitors
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CLASSIFICATION DETAILS (Pay-level 4)	
Competency	Competency at this level involves the application of knowledge with depth in some areas and a broad range of skills. There is a wide variety of tasks and roles in a variety of contexts. There is complexity in the ranges and choice of actions required. Some tasks may require limited creative, planning or design functions. Competencies are normally used within a variety of routines, methods and procedures. Discretion and judgement are required for self and/or others in planning, selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.
Judgement, Independence & Problem Solving	Independent judgement is required to identify, select, and apply the most appropriate available guidelines and procedures, interpret precedents and adapt standard methods or practices to meet variations in facts and/or conditions. The employee may apply extensive diagnostic skills, theoretical knowledge and techniques to a range of procedures and tasks, proficiency in the work area's rules and regulations, procedures requiring expertise in a specialist area or broad knowledge of a range of personnel and functions.

Level of Supervision	Supervision is generally present to establish general objectives relative to a specific project, to outline the desired end product and to identify potential resources for assistance. Some positions will require routine supervision to general direction. May supervise or co-ordinate others to achieve objectives, including liaison with employees at higher levels. May undertake stand-alone work.
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SELECTION CRITERIA	
Qualifications, Registration and Licences	<p>Qualifications – Certificate IV in Business Administration or equivalent experience / competency.</p> <p>Working with Vulnerable People Registration – Department of Consumer, Building and Occupational Services.</p> <p>First Aid Certificate – HLTAID004, Provide First Aid in an Education and Care Setting.</p>
Experience	Minimum Experience – At least 5 years' experience in a Reception role or a related administrative occupation, with a focus on customer service.
Skills	<p>Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.</p> <p>Speaking — Talking to others to convey information effectively.</p> <p>Writing — Communicating effectively in writing as appropriate for the needs of the audience.</p> <p>Reading Comprehension — Understanding written sentences and paragraphs in work related documents.</p> <p>Information Technology — Demonstrated competence in the use of Information Technology, particularly Office 365 and databases.</p>
Personal Attributes	<p>Cooperation — Being pleasant with others on the job and displaying a good-natured, cooperative attitude.</p> <p>Dependability — Being reliable, responsible, and dependable, and fulfilling obligations.</p> <p>Achievement/Effort — Establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.</p> <p>Integrity — Being honest and ethical.</p> <p>Analytical Thinking — Analysing information and using logic to address work-related issues and problems.</p> <p>Attention to Detail — Being careful about detail and thorough in completing work tasks.</p> <p>Initiative — A willingness to take on responsibilities and challenges.</p> <p>Adaptability/Flexibility — Being open to change (positive or negative) and to considerable variety in the workplace.</p> <p>Social Orientation — Preferring to work with others rather than alone and being personally connected with others on the job.</p>

	<p>Self-Control and Professionalism — Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.</p> <p>Time Management — Managing one's own time and the time of others.</p>
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PROFESSIONAL KNOWLEDGE		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Safeguarding Children and Young People	<ul style="list-style-type: none"> Be aware of, understand and comply with the principles of the Safeguarding Children Program Standards. 	<ul style="list-style-type: none"> All Launceston Church Grammar School policy compliance is met.
Customer and Personal Service	<ul style="list-style-type: none"> Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. 	<ul style="list-style-type: none"> Demonstrated competence through the delivery of key result areas.
Clerical	<ul style="list-style-type: none"> Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, taking of minutes, correspondence, and other office procedures and terminology. 	<ul style="list-style-type: none"> Demonstrated competence through the delivery of key result areas.

PROFESSIONAL PRACTICE		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Administration	<ul style="list-style-type: none"> Work collaboratively with the Personal Assistant to the Head of Junior Campus to ensure the professional and seamless operation of the Junior Campus office by providing assistance as required. Undertake a variety of clerical tasks including letters, photocopying, distribution of information and parcels. Manage event documentation Clerical support to Teaching and General Staff as required. 	<ul style="list-style-type: none"> All clerical and administrative tasks are undertaken and completed to specified deadlines each day. Event documentation is completed accurately and recorded electronically before and after eve Calendar updated with events Timely communication with key personnel when events are proposed Bus bookings managed effectively Positive interactions with community

	<ul style="list-style-type: none"> • Assist with People and Culture activities as required, including data entry of professional learning records, new staff employment forms and timesheets. • Prepare bus lists and assist with student travel needs as required eg booking of buses, escorting students to bus collection points. • Coordinate the lunch order process. • Monitor daily collection of student mobile phones and other valuable items. 	
Community Relations	<ul style="list-style-type: none"> • Greet and welcome all visitors to the school. • Assist in maintaining the presentation of the Reception area to a high standard. • Efficiently handle staff and student enquiries. • Receive and manage incoming and outgoing telephone calls. • Assist with activities as directed by the Head of Junior Campus eg School Fair, Fun Food Fest. • Assist with the School phone app as required. 	<ul style="list-style-type: none"> • The first impression of all visitors is that of a professional welcoming environment by creating a polite but efficient working presence. • Only authorised persons (including parents/guardians) access the campus. • All phone messages are recorded accurately and conveyed within the designated timeframes to the necessary person/s. • The needs of students, parents/guardians and staff are met in a timely manner.
Events Administration	<ul style="list-style-type: none"> • Receive and record RSVPs for functions and activities eg Grandparents' Day. • Administer ticket sales for functions and activities eg Grade level productions. • Assist with the organisation and facilitation of special events/activities eg setting up. 	<ul style="list-style-type: none"> • All RSVPs, ticket sales and facilitation of special events to be conducted and/or recorded correctly and within allocated time frame. • Communicate RSVPs for attendance • Catering ordered as required
Learning Support	<ul style="list-style-type: none"> • Assist with necessary documentation including the referral process for the Psychologist and Counsellor. 	<ul style="list-style-type: none"> • Learning Support Coordinator is provided with required documentation and all referral process' are conducted in a timely manner.
Student Information	<ul style="list-style-type: none"> • Prepare student Tracking Folios for distribution to classes. 	<ul style="list-style-type: none"> • Student Tracking Folios are prepared in timely manner.

	<ul style="list-style-type: none"> Record daily student attendance, follow-up unexplained absences, prepare Government attendance reports and census data as required. Prepare Assembly and End of Term Certificates. 	<ul style="list-style-type: none"> Daily student attendance recorded before 10 am each day and all unexplained absences are followed up in a timely manner. Bus lists compiled Government reports are submitted within required time frames.
Outside of Hours School Care	<ul style="list-style-type: none"> Liaise with OSHC staff regarding documentation for families re participation in programmes Provide support for the OSHC team when necessary. 	<ul style="list-style-type: none"> Regular correspondence with OSHC maintained. Support/assistance provided for OSHC team required.
First Aid and Emergency Support	<ul style="list-style-type: none"> Act as an authorised First Aid Officer for the School. Update student medical records as required, including asthma and anaphylaxis information. Monitor and order first aid supplies including epi-pens. Assist in emergency situations as required, eg evacuation. 	<ul style="list-style-type: none"> Perform first aid tasks consistent with training. Administer medication as per policy First aid and medical kits are maintained to required standards.

PROFESSIONAL ENGAGEMENT		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Engage in Professional Learning	<ul style="list-style-type: none"> Participate in professional learning to update knowledge and practice, targeted to professional needs and school and/or system priorities. Contribute to collegial discussions and apply constructive feedback from colleagues to improve professional knowledge and practice. 	<ul style="list-style-type: none"> Adhere to the Professional Learning Policy. Active participation in professional learning opportunities delivered in and/or outside the School. Attend Admin meetings and share knowledge
Engage Professionally with Colleagues and the Community	<ul style="list-style-type: none"> Understand the implications of and comply with relevant legislative, administrative, organisational and professional requirements, policies and processes. Establish and maintain respectful collaborative relationships with colleagues, students, parents and the community. 	<ul style="list-style-type: none"> Abide by all Launceston Church Grammar School policy and procedures. Display appropriate electronic etiquette. Maintain confidentiality

PROFESSIONAL BEHAVIOUR		
KEY RESULT AREAS	KEY TASKS	KEY PERFORMANCE INDICATORS
Safeguarding Children and Young People	<ul style="list-style-type: none"> • Provide a welcoming and safe environment for children and young people. • Promote the safety and wellbeing of children and young people to whom we provide services. • Ensure that your interactions with children and young people are positive and safe. • Provide adequate care and supervision of children and young people in your charge. • Act as a positive role model for children and young people. • Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. • Maintain valid 'working with children' documentation. • Undergo periodic 'national criminal history record' checks. • Report to management any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people. • 100% compliance with the behaviour standards outlined in our Practice and Behaviour Guidelines / Safeguarding Code of Conduct. 	<ul style="list-style-type: none"> • 100% compliance with the behaviour standards outlined in our Practice and Behaviour Guidelines / Safeguarding Code of Conduct.
Work Safely	<ul style="list-style-type: none"> • Ensure you behave in a way that is safe and appropriate in all situations. • Undertake any training as required for the effective performance of your duties. • Follow Launceston Church Grammar School Workplace Health and Safety policy and procedures. • Report any hazards, accident and incidents. 	<ul style="list-style-type: none"> • Student and staff safety are maximised. • Students and staff are not exposed to unnecessary risk of harm. • All Launceston Church Grammar School policy compliance is met.

As the needs of the School change, other duties and responsibilities as reasonably required by the Finance and Administration Manager, may be allocated.

CONDITIONS OF EMPLOYMENT	
Employment Legislation	<p>Specific conditions of employment are derived from the Fair Work Act 2009, the Educational Services (Schools) General Staff Award 2020 and the Launceston Church Grammar School (General Staff) Enterprise Agreement 1 January 2020 – 31 December 2021. These documents may be viewed at:</p> <p>Fair Work Act http://www.austlii.edu.au/au/legis/cth/consol_act/fwa2009114/</p> <p>Educational Services (Schools) General Staff Award 2020 https://www.fwc.gov.au/documents/documents/modern_awards/award/ma000076/default.htm</p> <p>Launceston Church Grammar School (General Staff) Enterprise Agreement https://www.fwc.gov.au/documents/documents/agreements/fwa/ae508846.pdf</p>
Remuneration	Remuneration is based on Position Classification employee Grade 4.
Ordinary Hours of Work	The ordinary hours of work are 7.5 hours per day, primarily during school term time, 41/47 weeks per annum. A typical day is 8:30am to 4.30pm with 30 minutes for lunch. Start and finish times may be discussed with the successful candidate.
Working with Vulnerable People Registration	<p>In accordance with the provisions of the <i>Working with Vulnerable People Act 2013 (Tasmania)</i>, all Launceston Church Grammar School employees are required to register to work with vulnerable people. This registration is commonly referred to as the Working with Children Check. Registration is issued by the Department of Consumer, Building and Occupational services; please refer to https://www.cbos.tas.gov.au/topics/licensing-and-registration/registrations/work-with-vulnerable-people for further information.</p> <p>Registration is valid for three years. Employees are responsible for the cost of registration. At the commencement of employment and every three years thereafter, employees must supply the Human Resources Department with a copy of their registration details or complete a Registration to Work with Vulnerable People Statutory Declaration until their registration application has been processed. Failure to obtain and / or maintain registration may result in termination of employment.</p> <p>As part of our commitment to Child Safety and to meet our ACF accreditation obligations all employees are required to complete a two hour Safeguarding Children online course.</p>

First Aid	<p>All Launceston Church Grammar School employees are required to hold the HLTAID004 – Provide First Aid in an Education and Care Setting qualification.</p> <p>Employees are responsible for initial cost of this qualification. The School provides for the 3 yearly re-certification of this qualification, following commencement of employment.</p>
Travel	<p>This position is based at the Junior Campus in East Launceston, however the need to travel both locally and interstate may arise.</p>
Workplace Health and Safety	<p>As an employee of Launceston Church Grammar School, while at work you must:</p> <ul style="list-style-type: none"> • Take reasonable care for your own health and safety; and • Take reasonable care that your acts or omissions do not adversely affect the health and safety of others; and • Comply, so far as you are reasonably able to, with reasonable instruction provided by the School; and • Co-operate with reasonable policy and procedure relating to health and safety at the workplace that has been notified to staff by the School. <p>Specific terms of reference can be found in Clause 28 the Work Health and Safety Act 2012 (Tasmania).</p>