



Avila College

ROLE DESCRIPTION

Position Title	Receptionist / Administration Assistant
Time Allocation / Classification	Full Time Education Support Officer Level 2
Reports to	Executive Assistant Principal
Appointment Terms	Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCEMEA 2013) Remuneration in accordance with (VCEMEA 2013)

Avila College Mission Statement

We offer Avila girls the best Catholic education and inspire successful futures.

We give our students options and opportunities to explore and understand what a great future looks like and what it takes to get there.

We teach, guide and support our girls to achieve that vision for themselves.

We challenge them to always strive to be their best...both today while they're students and tomorrow, long after they have left the college.

Avila College Vision Statement

We inspire our girls today to become successful women tomorrow.

Avila College Child Safety Commitment

Avila College has a zero tolerance policy for child abuse and is committed to promoting child safety, children's wellbeing and protecting children from abuse. Ministerial Order 870 requires Avila College to implement child safety standards and to accommodate and take the needs of all children (including but not limited to: Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities, and children who are vulnerable) into account when creating a child safe environment.

Position purpose

The Receptionist / Administration Assistant is the first point of contact for all parents and students. The general requirements of this position are to provide a wide range of administrative and receptionist duties. There is a high level of involvement required with managerial, administrative, teaching and other staff, students and parents, in the effective management of the Avila College General Office.

The accountabilities of this role are as follows but not limited to:

Position accountabilities	Details
Reception Management	<p>Provide a customer orientated friendly service to students, staff and visitors including –</p> <ul style="list-style-type: none"> – Manage the facilitation of all reception communication and the environment of the General Office – Screening of calls to Principal's Executive Assistant and Deputy Principal's Personal Assistant as other staff as required – Process and maintain electronic attendance tracking including late, early departure passes utilising SIMON (intranet) – Compliance with all security standards eg ensuring all visitors sign in and sign out at the General Office – Update daily knowledge of College events and operations to facilitate queries from school community and visitors to the College – Assist in management of student and parent enquiries and utilising SIMON (intranet) for student incident reporting and absentee line to communicate daily student absences – Management of telephone directory including periodic updates to directory throughout the school year – Open and close main reception morning and afternoon
<p>Administration</p> <p>Student Absences</p> <p>Student General</p> <p>First Aid</p> <p>Emergency Evacuation</p> <p>Mail / Courier</p>	<p>Ensure that the good practices and processes are followed for the recording and responding to student attendance according to CECV guidelines by</p> <ul style="list-style-type: none"> – Having a working knowledge and understanding of the College policy and procedures relating to student absence – Processing phone messages from the College absentee line – Release of SMS absentee messages to parents/guardians – Release of rolls for Homeroom Teachers – Processing student late ins and late outs – Making confidential calls to parents/guardians of students on safety plans <p>– Manage push out notifications to parents/guardians eg excursion notices utilising CareMonkey*</p> <p>– Book buses for excursions and camps and process payment request for bus usage</p> <p>In collaboration with the School Nurse</p> <ul style="list-style-type: none"> – assist with EpiPen(s) required for excursions – attend to students who present with illness – support the process when an ambulance is called to the school <ul style="list-style-type: none"> – Keep up-to-date with the location of, and direct people to critical incident bag, first aid kits, defibrillator and emergency management bins/equipment – Operationalise when required student safety plan – Undertake emergency warden duties <ul style="list-style-type: none"> – Maintain franking machine; stamp and prepare outgoing mail – Organise daily College mail to be delivered and picked up – Manage staff mail pigeon holes each term, adding and removing staff as appropriate

<p>General</p> <p>Other Duties as Required</p>	<ul style="list-style-type: none"> - Control inventory relevant to the reception area - Organise through external providers goods and services for the College including flowers, couriers, taxi services - Management / ordering of general stationery - Advise staff of courier deliveries in a timely manner and collection location or organise maintenance to deliver as required - Booking of College venues as required - Assist with mail outs - Ensure the General Office area and meeting rooms are maintained in a clean and tidy manner - Each morning ensure the Multi-Function Device is operational and filled with paper <p>To undertake other duties in addition to the position accountabilities outlined above as required by the Executive Assistant to the Principal and/or the Principal.</p>
<p>General accountabilities all staff</p>	<ul style="list-style-type: none"> - Demonstrate duty of care to students in relation to their physical and mental well being - Attend all relevant school meetings and after school services/assemblies, Mass, community days as well as professional learning opportunities - Adhere to the school professional dress code - Demonstrate professional and collegiate relationships with colleagues - Demonstrate awareness of alignment to the principles of the Catholic ethos in relationships with colleagues - Proactively demonstrate the school values of inspiration, relationships, achievement, faith and community

Position requirements	
<p>Skills</p>	<p>Must have:</p> <ul style="list-style-type: none"> - Highly effective written and verbal communication skills - Demonstrated ability to provide professional high quality customer service - Ability and willingness to build productive, highly effective and harmonious working relationships and to liaise with a broad range of both internal and external stakeholders - Ability to prioritise and multi task, meeting deadlines in a fast paced environment - Intermediate level Microsoft Word, PowerPoint, Excel and Google Mail and Calendar - Strong client service orientation - Proven ability to operate effectively both independently with a high degree of initiative and as part of a small team, sharing information and working collaboratively - Ability to be flexible and adapt to changing circumstances - Excellent administration skills and attention to detail - Discrete, ability to make connections, exercise tact and diplomacy and present professionally
<p>Experience</p>	<ul style="list-style-type: none"> - Prior reception and administrative assistance required - Experience in using switchboard/different phone systems (Samsung is the switchboard) - Intermediate knowledge and experience with Microsoft Office programs and databases (including mail merging)

Education/qualification	Diploma level administrative qualification preferred but not essential
Key Selection Criteria	<ul style="list-style-type: none"> – Working With Children Check – Completion of the Mandatory Reporting Module – Police Check – Anaphylaxis Certificate or willingness to undertake – First Aid (Workplace Level II) or willingness to undertake – Well-developed interpersonal skills, excellent verbal and written skills including the ability to deal effectively with clients by phone, email and in person – Well-developed organisational skills with an ability to prioritise workload, meet deadlines and demonstrate flexibility in dealing with people in competing demands – Highly developed attention to detail and accuracy – Demonstrated advanced computing skills including the use of Microsoft Office and Mac products, particularly the use of spread sheets as well as email and internet – Ability to exercise judgement and work autonomously when required with minimal supervision – Self-motivation and the ability to work as part of a cohesive team – A commitment to the provision of excellent client service including stress tolerance – Ability to cope with change and willingness to learn new systems and procedures – Demonstrated problem analysis and problem solving skills
Key Internal Relationships	<ul style="list-style-type: none"> – All students and staff – Administration Team – Executive Assistant, Principal's Office
Key External Relationships	<ul style="list-style-type: none"> – Broader school community – External visitors to the College (parents; contractors; general visitors)
School Wide Accountabilities	<ul style="list-style-type: none"> – Contribute to a healthy and safe work environment for yourself and others and comply with all safe work policies and procedures – Maintain excellent communication and relationships with students and other staff – Proactively participate in meetings, community and faith days, school events and Mass as required by the school – Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College's continuing success. – Proactively demonstrate Avila College Values in daily work and interactions with students and colleagues and adheres to the and proactively demonstrates the values of inspiration, relationships, achievement, faith and community – Demonstrate and ensure compliance with Avila College's policies and procedures

**CareMonkey is a platform for automating consent forms, medical records, field trips, staff forms, payments, incident report and group messaging. CareMonkey is used by schools and school districts, sports, scouts, clubs, camps, businesses, youth and church groups, the disability sector and other groups with a duty of care (from <https://www.caremonkey.com>)*