



# Avila College

## ROLE DESCRIPTION

<b>Position Title</b>	Receptionist - Casual Replacement Position Monday 15 July – Friday 20 September 2019
<b>Classification</b>	Education Support Officer Level 1
<b>Reports to</b>	Director of People and Culture
<b>Appointment Terms</b>	<ul style="list-style-type: none"><li>– Employment is in accordance with terms and conditions of Victorian Catholic School Multi-Employer Agreement (VCEMEA 2018)</li><li>– Remuneration in accordance with (VCEMEA 2018) and dependent on range of skills and experience</li></ul>

### **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**

Provide high quality reception and administration support for Avila College, including general administration duties to support Student Services Administration and College faculties as required.

## Position Description

The primary responsibility of this role is College reception and administration which may include student services administration assistance (specifically data administration) student bulletins, and assistance to other faculties. The accountabilities within the role are as follows but not limited to:

Position accountabilities	Details
Reception Management	<ul style="list-style-type: none"> <li>– Provision of high quality reception assistance for all College visitors, staff and contractors</li> <li>– Update daily knowledge of College events and operations to facilitate queries from school community and visitors to the College</li> <li>– Assist Maintenance Supervisor in contractor registration entry</li> <li>– In collaboration with student services administrator assist in management of student and parent enquiries and utilising SIMON for student incident reporting and absentee line to communicate daily student absences</li> </ul>
Telephone management and coordination	<ul style="list-style-type: none"> <li>– Management of telephone directory including periodic updates to directory throughout the school year in conjunction with ICT</li> </ul>
Mail and courier/delivery coordination	<ul style="list-style-type: none"> <li>– Organise daily college mail to be delivered and picked up</li> <li>– Manage mail pigeon holes each term, adding and removing staff as appropriate</li> <li>– Organise through external providers goods and services for the college including flowers, couriers, taxi services when required</li> <li>– Advise staff of courier deliveries in a timely manner and collection location or organise maintenance to deliver as required</li> </ul>
Administration Assistance	<ul style="list-style-type: none"> <li>– Release of rolls daily and process late ins and late outs (LILO) daily</li> <li>– Provision of general administrative assistance to assist general office, finance and other faculties using Microsoft Office when required</li> <li>– From time to time assist the student services administrator to push our notifications to parents (eg excursion notices) of the College via the CareMonkey system</li> </ul>
Emergency management	<ul style="list-style-type: none"> <li>– Keep up to date with the location of, and direct people to critical incident bag, first aid kits, defibrillator and emergency management bins/equipment</li> <li>– Operationalise when required student safety plans</li> </ul>
Other duties	<ul style="list-style-type: none"> <li>– In conjunction with student services administrator, provide monthly timetable updates for staff and student bulletins</li> <li>– Book buses for excursions and camps and process payment requests for bus usage</li> <li>– Order stationery</li> <li>– Ensure the reception area, homeroom pigeon holes and meeting rooms are maintained in a clean and tidy manner</li> <li>– Assist when required, the student services administrator to assist with epipens (in secure reception area) required for excursions (in collaboration with School Nurse)</li> <li>– Each morning ensure the Multi-Function Device is operational and filled with paper</li> <li>– Lock down reception area at the end of the day ie. Turn off lights, put phone on night switch</li> <li>– Other duties as directed by the Director of People and Culture</li> </ul>

Position requirements	
Skills	<p>Must have:</p> <ul style="list-style-type: none"> <li>– Highly effective written and verbal communication skills</li> <li>– Demonstrated ability to provide professional high quality customer service</li> <li>– 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</li> <li>– Ability to prioritise and multi task, meeting deadlines in a fast paced environment</li> <li>– Intermediate level Microsoft Word, PowerPoint, Excel and Google Mail and Calendar</li> <li>– Strong client service orientation</li> <li>– 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</li> <li>– Ability to be flexible and adapt to changing circumstances</li> <li>– Excellent administration skills and attention to detail</li> <li>– Discrete, ability to make connections, exercise tact and diplomacy and present professionally</li> </ul>
Experience	<ul style="list-style-type: none"> <li>– Prior reception and administrative assistance required</li> <li>– Experience in using switchboard/different phone systems (Samsung is the switchboard)</li> <li>– Intermediate knowledge and experience with Microsoft Office programs and databases (including mail merging)</li> </ul>
Education/qualification	Diploma level administrative qualification preferred but not essential
Specific Requirements	<ul style="list-style-type: none"> <li>– Must have a valid Working with Children Check</li> <li>– Successful completion of National Police Record Check</li> <li>– Willingness to complete DET Mandatory Reporting e-learning module prior to commencement (non- government schools)</li> <li>– Knowledge or readiness to learn about Child Safety standards</li> <li>– First aid qualified (level 2) desirable or willingness to complete</li> <li>– Anaphylaxis training – 22300vic accreditation or to have successfully completed the ASCIA e-training for Victorian Schools with verification of practical application completed</li> </ul>
Team Membership	<ul style="list-style-type: none"> <li>– Key Stakeholders (or internal relationships)  <b>Internal:</b> All staff and students  <b>External:</b> Contractors, visitors and broader school community</li> </ul>
School Wide Accountabilities	<ul style="list-style-type: none"> <li>• Contribute to a healthy and safe work environment for self and others and comply with all safe work policies and procedures</li> <li>• Maintain excellent communication and relationships with students and other staff</li> <li>• Proactively participate in meetings, community and faith days, school events and Mass as required by the school</li> <li>• Appreciate and encourage differences, valuing people for their skills, competencies, and contribution to Avila College's continuing success</li> <li>• Demonstrate Avila College values of inspiration, relationships, achievement, faith and community in daily work and interactions with students and colleagues</li> <li>• Adhere to the College professional dress code</li> <li>• Demonstrate and ensure compliance with Avila College's policies and procedures including the College's Child Safety Code of Conduct and Child Safety Policy</li> </ul>