



## Iona College Geelong Role Description

### Receptionist Part Time

#### OVERVIEW

Iona College is a new Co-educational Catholic College which opened in 2020 to serve the educational needs of students in the Geelong area. Current enrolments accommodate Year 7 and Year 8 students with a new Year level added each year. We will ultimately build a secondary school population upwards of 1400 students over the next ten years.

The College vision incorporates the aspirational statement, **'Learning to Change the World'** as we shape and develop a robust learning program designed to engage and inspire. Iona College is not being built to replicate the educational options that already exist in the Geelong region; rather it is the chance to put into action the latest advancement in educational thinking that ensures that students are equipped for the demands of the future.

*The Iona College community is committed to the safety, wellbeing and protection of all children in our care.*

<b>POSITION:</b>	<b>COLLEGE RECEPTIONIST</b>	
<b>REMUNERATION SCALE:</b>	<b>LEVEL 2 CATEGORY C</b>	
<b>FULL TIME EQUIVALENT:</b>	<b>0.4 FTE</b>	<b>15 HOURS PER WEEK 8:00-4:00PM, 2 DAYS PER WEEK</b>
<b>REPORTS TO:</b>	<b>PRINCIPAL AND BUSINESS MANAGER</b>	
<p><b>PRIMARY OBJECTIVE OF THE ROLE</b></p> <p>The Receptionist is the first person to formally greet students, families and visitors when they enter the College or when they contact the College by telephone. As such, the Receptionist represents a key public face within the Iona community. The Receptionist smoothly administers the busy Iona College reception area.</p>		

<p><b>MAJOR AREAS OF RESPONSIBILITY</b></p> <p>The Receptionist:</p> <ul style="list-style-type: none"> <li>I manages the personnel, traffic and business of the Iona College reception area</li> <li>II undertakes general administrative duties in support of the College staff</li> <li>III provides first aid response and support to students/staff who present to sick bay</li> </ul>	
<p><b>STATEMENT OF DUTIES</b></p> <p>The following duties are aligned to the 3 major areas of responsibility of the Receptionist</p>	
<p>I Reception</p>	<p>The Receptionist manages the personnel, traffic and business of the College reception area by:</p> <ul style="list-style-type: none"> <li>– ensuring all students, families, visitors, contractors and deliveries are attended to promptly, hospitably and informatively as follows: <ul style="list-style-type: none"> <li>○ greet, sign in and direct visitors to the College</li> <li>○ locate students, staff if necessary</li> <li>○ answer incoming calls, redirect calls</li> <li>○ respond to all reception emails</li> <li>○ take and distribute messages</li> <li>○ receive and direct deliveries</li> <li>○ process and distribute all incoming mail</li> <li>○ compile outgoing mail</li> <li>○ ensure compliance with College sign in/sign out procedures for students, staff, visitors and contractors</li> </ul> </li> <li>– managing all student attendances and follow up procedures on SIMON (SMS to parents)</li> <li>– role reminders sent to staff as required</li> <li>– overseeing student arrival and departure procedures through Reception including: <ul style="list-style-type: none"> <li>○ issuing passes (late incoming/early departure/music passes/class passes)</li> </ul> </li> <li>– issuing student bus travel cards</li> <li>– making PA announcements</li> </ul>
<p>II Staff Services</p>	<p>The Receptionist provides general administrative services that support College staff. This may include:</p> <ul style="list-style-type: none"> <li>– as the Operoo Administrator for the College, you would be expected to prepare all eForms and assist parents (when required), prepare reports and monitor progress of data</li> <li>– booking of venues and transport (school-owned and external provider) for camps and excursions</li> <li>– entering student activity data into student locator</li> <li>– assisting with preparation, copying and distribution of school mail outs</li> <li>– providing clerical assistance including general typing, photocopying, binding, labelling</li> </ul>

	<ul style="list-style-type: none"> <li>- preparation, copying and distribution of handbooks, booklets, forms, calendar, lists</li> <li>- ensuring availability of stationery and office supplies for all staff</li> <li>- ordering all stationery and office supplies</li> </ul>
III First Aid & Sick Bay	<p>The Receptionist provides first aid response and support to students and staff who present to sick bay by:</p> <ul style="list-style-type: none"> <li>- administering first aid</li> <li>- monitoring students/staff presenting to sick bay</li> <li>- contacting parents as necessary</li> <li>- keeping sick bay clean and stocked</li> <li>- ensuring all Epipens are registered on Epiclub (individual and school Epipens) and replaced when required</li> <li>- maintaining and preparing first aid kits in preparation for camps and excursions</li> <li>- keeping an accurate record of medical plans and medication for students in preparation for camps and excursions</li> <li>- keeping an accurate record of students presenting to sick bay on SIMON and notifying parents at the end of each day</li> <li>- logging all incidents on Complispace and contact WorkSafe (where required)</li> <li>- ordering all first aid supplies.</li> </ul> <p>As the Operoo Administrator for the College, you are expected to work closely with the Student Medical Coordinator to ensure all medical plans are current and up-to-date at all times and are uploaded by the parents on Operoo annually i.e. Anaphylaxis, Asthma, Diabetes plans. This is to ensure school compliance.</p>
Other	<p>The Receptionist is, at times, required to undertake other duties related to the role as directed by the Principal and Business Manager.</p> <p>Currently this includes:</p> <ul style="list-style-type: none"> <li>- filing and archiving</li> <li>- booking venues and transport (school-owned and external provider) for camps and excursions</li> <li>- entering student activity data into SAL (student activity locator)</li> <li>- maintaining staffroom supplies (as required)</li> </ul> <p>The Receptionist will undertake professional development and training in order to maintain a high level of awareness of current and best practice in the major areas of responsibility associated with the role.</p> <p>In negotiation with the Principal, it is possible for this role to evolve to capitalise on the individual strengths and initiative of the person in the position.</p>

## **QUALITIES AND CAPABILITIES**

The effective performance of the Receptionist will be due to their demonstration of a comprehensive range of the following:

### **Attributes & Dispositions**

- respect for the core values of Iona College
- commitment to Iona vision
- confidence and enthusiasm about the students
- hospitable and timely service to all
- compassion, objectivity and clarity when handling difficult situations
- discretion when handling sensitive information
- collaborative and flexible participation in professional settings
- perseverance and patience in complex and stressful situations
- understanding the need for mutual accountability
- loyalty, trustworthiness, dependability and reliability
- openness to learning in all situations

### **Knowledge & Understandings**

- comprehensive understanding of the College's policies and procedures
- the appropriate avenues and resources for seeking support and clarification including when handling sensitive situations and information
- first aid competence demonstrating the skills and knowledge required to provide first response and sick bay support
- the appropriate referrals to the offices of the Principal, Deputy Principal and Business Manager, other Administration Services staff, members of the Leadership Team or other teaching or non-teaching staff.

### **Skills & Capabilities**

- exemplary customer service focus demonstrating:
  - excellent communication and listening skills
  - the capacity to multi-task and pay close attention to detail in a timely and responsive manner
  - the capacity to negotiate
  - the capacity to maintain professional relationships within the College community and with the wider community on behalf of the College where necessary
- excellent administrative skills demonstrating:
  - the ability to implement effective and efficient work practices
  - the ability to meet all deadlines
  - the ability to locate information quickly and accurately
  - the ability to work collaboratively, flexibly, independently and creatively in a demanding environment
- excellent capabilities in the use of information and communication technologies especially: Microsoft Office system, SIMON, Operoo, ICON/Synergetic, database management, online and mobile applications used at the College

<ul style="list-style-type: none"> <li>– the ability to integrate habits and practices of ongoing review and evaluation to ensure continuous improvement and development of the role and the administration services of the College.</li> </ul>																
<p><b>RISK AND OCCUPATIONAL HEALTH AND SAFETY</b></p> <p>The Receptionist will:</p> <ul style="list-style-type: none"> <li>– comply with legislated occupational health and safety practices and participate in consultative processes</li> <li>– observe safe work practices in accordance with training and instruction given</li> <li>– identify, report and where appropriate, action risks/hazards in order to eliminate or mitigate against the risk recurring (Risks arising in the workplace may be financial, site, task or person specific or related to safety.)</li> <li>– promote and implement occupational health and safety and risk mitigation processes within the College</li> </ul>																
<p><b>KEY COMMUNICATIONS</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top;"><b>INTERNAL</b></td> <td style="width: 33%; vertical-align: top;"><b>COMMITTEES</b></td> <td style="width: 33%; vertical-align: top;"><b>EXTERNAL</b></td> </tr> <tr> <td>Leadership Team</td> <td>Administration Services Team</td> <td>Parents</td> </tr> <tr> <td>Students</td> <td></td> <td>Visitors to the College</td> </tr> <tr> <td>Administration Services Team</td> <td></td> <td></td> </tr> <tr> <td>Staff</td> <td></td> <td></td> </tr> </table>		<b>INTERNAL</b>	<b>COMMITTEES</b>	<b>EXTERNAL</b>	Leadership Team	Administration Services Team	Parents	Students		Visitors to the College	Administration Services Team			Staff		
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<b>Background &amp; Qualifications</b>	Knowledge and understanding of administrative practices and processes and experience in an educational setting.															
<b>Other Requirements</b>	<p>Current First Aid Certificate</p> <p>Valid Working with Children Card</p> <p>Comply with the Iona College Child Safety Commitment</p>															
<b>Contract &amp; Conditions</b>	<p>Contract: Ongoing</p> <p>Conditions: Entitlements under the Victorian Catholic Schools Multi-Employer Agreement 2018</p>															

**AUTHORISED BY: DAMIAN MCKEW – PRINCIPAL**

**DATE: AUGUST 2022**

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