

Iona College Geelong College Receptionist Role Description

The College Receptionist is the initial point of contact for welcoming students, families, and visitors upon their arrival at the College or when contacting the College via telephone. As such, the Receptionist represents a key public face within the Iona community.

The Receptionist smoothly:

- administers the busy Iona College reception area
- coordinates personnel flow and visitor traffic in the Iona College reception area
- performs general administrative duties in support of the College staff
- supports the College Nurse in providing first aid and support to students/staff presenting to the sick bay

REMUNERATION SCALE:	Education Support salary Level 2 under the CEMEA 2022 Category C
FULL TIME EQUIVALENT:	1.0 FTE Monday – Friday 8:00 am – 4:00 pm
REPORTS TO:	Principal, Business Manager via the Office Manager

STATEMENT OF DUTIES	
Key Responsibilities	<p>Reception</p> <p>The College Receptionist manages the personnel, traffic and business of the College reception area by:</p> <ul style="list-style-type: none"> • ensuring all students, families, visitors, contractors and deliveries are attended to promptly, hospitably and informatively as follows: <ul style="list-style-type: none"> ○ greet, sign in and direct visitors to the College ○ locate students and staff if necessary ○ answer incoming calls, redirect calls ○ respond to all reception emails and take and distribute messages ○ receive and direct deliveries ○ process and distribute all incoming mail and outgoing mail ○ ensure compliance with College sign-in/sign-out procedures for students, staff, visitors and contractors • oversee student arrival and departure procedures through Reception including:



	<ul style="list-style-type: none">○ issue passes (late incoming/early departure/class passes)○ announcements via the PA system○ maintain and update clerical spreadsheets○ follow up with parents/carers for any required paperwork or documentation○ office kitchenette maintenance <p>Staff Services</p> <p>The College Receptionist provides general administrative services that support College staff. This includes:</p> <ul style="list-style-type: none">● maintain and update staff/student yearly calendar● assisting with the preparation, copying and distribution of school mailouts● providing clerical assistance including general typing, photocopying, binding, labelling● preparation, copying and distribution of phone lists, handbooks, booklets, forms, calendars, and staff lists● ordering of name badges for new and existing staff● maintain and update staff swipe cards and teacher key spreadsheet● maintain and update the student redemption/reflection sessions spreadsheet and online daily notice board● enter class passes for external support visitors <p>First Aid and Sick Bay</p> <p>The College Receptionist assists the College Nurse with first aid response and support to students and staff who present to the sick bay by:</p> <ul style="list-style-type: none">● administering first aid (should the College Nurse be unavailable)● monitoring students/staff presenting to sick bay● contacting parents as necessary● keeping an accurate record of students entering and exiting sick bay on SIMON and notifying parents as requested by the College Nurse● logging all incidents on Complispace and contact WorkSafe (where required) <p>Other</p> <p>The College Receptionist is, at times, required to undertake other duties related to the role as directed by the Principal, Deputy Principals, Business Manager and Office Manager.</p> <p>Currently, this includes:</p> <ul style="list-style-type: none">● filing and archiving● assisting the Business Manager with Evacuation Response Procedures● assisting the Executive Assistant to the Principal when required
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	<ul style="list-style-type: none"> • covering student reception desk when required • providing administrative support to the College Administration team where necessary as directed by the Office Manager, contributing to the overall success and efficiency of the College's administrative functions <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>
Professional Development	<ul style="list-style-type: none"> • Commitment to the ongoing professional development in your role • Continue the development of ICT skills and technologies • Participation in the Annual Review Meeting process • Maintain professional competence and training • Uphold professional standards expected of this role
General	<ul style="list-style-type: none"> • Attend all relevant staff meetings • Attend whole school events as directed by the Principal • Follow the College financial requirements in relation to ordering goods
Key Relationships	<p>Internally</p> <ul style="list-style-type: none"> • Principal • Deputy Principals • Business Manager • Executive Assistant to the Principal • Office Manager • Administration Team • Students • Staff <p>Externally</p> <ul style="list-style-type: none"> • Parents and visitors • Visitors and consultants • Melbourne Archdiocese Catholic Schools • Victorian Catholic Education Authority
Risk and Occupational Health and Safety	<p>Staff at Iona College Geelong will:</p> <ul style="list-style-type: none"> • Comply with legislated occupational health and safety practices and participate in consultative processes • Observe safe work practices in accordance with training and instruction given • Identify, report and where appropriate, action risks/hazards in order to eliminate or mitigate against the risk reoccurring (risks arising in the



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	<p>workplace may be financial, site, task or person-specific or related to safety)</p> <ul style="list-style-type: none"> Promote and implement Occupational Health and Safety and risk mitigation processes within the College
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QUALITIES AND CAPABILITIES	
Commitment to Catholic Education	<ul style="list-style-type: none"> An understanding of the ethos of a Catholic school and its mission A commitment to Iona College's Vision
Commitment to Child Safety	<ul style="list-style-type: none"> An understanding of child safety, appropriate behaviours when engaging with young people A willingness to obtain a Working with Children Check and National Police Record Check Be familiar with the legal obligations relating to child safety (mandatory reporting) Demonstrate an understanding of Victoria's 11 Child Safety Standards
Knowledge and Understandings	<ul style="list-style-type: none"> First aid competence demonstrating the skills and knowledge required to provide first response and sick bay support A comprehensive understanding of the College's policies and procedures Use the appropriate avenues and resources when seeking support and clarification including when handling sensitive situations and information Refer matters to the Principal, Deputy Principals, Business Manager, other Administration Services staff, Leadership Team members, or other teaching and non-teaching staff as appropriate
Skills / Attributes	<p>Exemplary customer service focus demonstrating:</p> <ul style="list-style-type: none"> 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 its behalf where needed compassion, objectivity and clarity when handling difficult situations <p>Excellent administrative skills demonstrating:</p> <ul style="list-style-type: none"> the ability to implement effective and efficient work practices the ability to meet all deadlines the ability to locate information quickly and accurately

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	<ul style="list-style-type: none"> the ability to work collaboratively, flexibly, independently and creatively in a demanding environment an openness to learning in all situations excellent capabilities in the use of information and communication technologies especially: Microsoft Office system, SIMON, ICON/Synergetic, database management, online and mobile applications used at the College 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
Experience and Qualifications	<ul style="list-style-type: none"> Previous experience in a Reception position Previous experience in the education sector is desirable, however not essential
Other Requirements	<ul style="list-style-type: none"> Valid Working with Children Check National Police Check Have Australian citizenship or permanent residency or hold a visa with appropriate working rights. Comply with the Iona College Child Safety Commitment

Contract & Conditions	<p>Employment: Ongoing</p> <p>Commencement Date: 20th January 2025</p> <p>Entitlements under the Catholic Education Multi Employer Agreement 2022</p>
Authorised by	Damian McKew – Principal
Date	November 2024