

POSITION DESCRIPTION  
**MAIN RECEPTIONIST**

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POSITION HOLDER:	Vacant
SECTION:	Administration
POSITION REPORTS TO:	Director of Community Engagement
REPORTS TO POSITION:	Nil
CLASSIFICATION:	The Friends' School (General Early Learning & Fitness) Enterprise Agreement 2021 – General Staff – Classification Level 4
STUDENT CARE:	No
PERIOD OF APPOINTMENT:	Permanent
HOURS PER WEEK:	Full-time – 38 hours per week

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#### P U R P O S E

To deliver high-quality customer focused Main Reception and administrative functions for the School. This position creates a welcoming, warm and positive first impression with all they come in contact with, whether via telephone, email or in person. The role is an integral part of the Community Engagement Office, which aims to foster meaningful engagement with members of the local and global Friends community.

#### P R I M A R Y D U T I E S

- To ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- Provide the initial point of contact for the School through the positive and efficient operation of the front reception function and School switchboard. This also involves responding to general School enquiries and emails.
- Receive and direct visitors in a calm and confidential manner, ensure all contractors sign in through the School system, accept and redirect deliveries and manage all initial queries.
- Prioritise and manage peak workload periods, problem solve and complete daily tasks in an efficient and effective manner.
- Complete the receipt payments process.
- Manage the School's key register through the distribution and management of keys to staff, contractors and external hirers.

- Undertake administration processes as required such as photocopying, printing and collating work.
- Distribute mail from the Post Office each day and as required. Ensure that the daily outgoing mail is prepared and posted daily.
- Manage the School's bus bookings, including financial processing and record-keeping of the external bus hire.
- Assist with database entry and information updates, ensuring confidentiality of all community information.
- Work effectively and collegially with the other Community Engagement team members, administration staff and other School staff.
- Assist with the administration of School tours.

#### DELEGATIONS

Nil

#### SUPERVISION OF POSITIONS

Nil

#### KEY RELATIONSHIPS

- Community Engagement Office
- School administration staff
- Heads of School
- The Principal's Office
- School Community - including parents, students, staff and alumni
- Contractors
- Visitors to the School - including prospective families
- Facilities and Maintenance team

SELECTION CRITERIA

1. Understanding and experience of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
2. Relevant qualifications in business or office administration and/or equivalent experience.
3. Experience in a front of business role.
4. High level of interpersonal skills in dealing with, parents, staff, students, contractors and the general public. This includes the ability to operate a telephone system and have a professional telephone manner.
5. Good organisational skills, including an ability to prioritise tasks.
6. Demonstrated high level of computer literacy, in particular email and database information and accounting systems.
7. The ability to work safely in a School environment and be fit to undertake the inherent requirements of the position.
8. Show strong support for the Purpose & Concerns and ethos of The Friends' School.
9. Must hold a current Tasmanian Working with Vulnerable People registration (employment), be fully vaccinated for COVID-19 and provide a National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A School environment is one where you will have access to highly confidential information, therefore it is critical for the School to explicitly state the following:

**Definition**

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your employment, whether or not the information was originally supplied by The Friends' School;
- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

**Your obligations**

- You are expected to:
- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the School's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description:

Name: .....

Date:

Signature: .....