



LINDISFARNE
Anglican Grammar School

Position Description

Position:	Receptionist (Mahers Lane)
Immediate Supervisor:	Director of Community Engagement
Subordinates:	None
Award/Agreement:	<i>Independent Schools NSW (Support and Operational Staff) Multi-Enterprise Agreement 2021</i>
Classification:	Clerical Assistant Level 2

Our Vision

Lindisfarne Anglican Grammar School is a high quality, Independent, Anglican co-educational Grammar School that serves the southern Gold Coast, Tweed Coast and northern New South Wales. We seek to provide the distinctive identity, relationships, learning and leadership that support our staff and families to work together to meet our high expectations for the achievement and holistic development of our students in our local, national and international communities.

Our Values

Within our Anglican tradition, we value:

- **Compassion:** Building genuine relationships through generosity of spirit and care for others.
- **Wisdom:** Gaining the knowledge, understanding, skills and character that comes from learning.
- **Respect:** Appreciating all within our environment and leaving an honourable legacy for those who follow.

Our Culture

We cultivate learning through relationships, expert teaching, educational research and innovation that focus on:

- **Leadership:** Creating the competencies that equip us with hope, clarity and direction.
- **Standards:** Establishing high expectations that empower student involvement, development, achievement, service and voice.
- **Collaboration:** Working together within aligned structures, processes, practices and systems that enable our desired ethos and strategy.

Our Strategic Domains

- **Achievement**

Our Aspiration: A great school privileges the disciplined pursuit of achievement; encourages challenging individual and collective goals; asserts confidence in the capability of all to be successful and seeks out the best processes by which this might be attained; and measures its effectiveness in attaining the best possible outcomes.

- **Relationships**

Our Aspiration: A great school builds robust and resilient learning relationships within supportive environments that inspire learners to grow in knowledge, skills and character so that they are equipped, empowered and enabled to assume responsibility for making a positive contribution to the world.

- **Communication**

Our Aspiration: A great school listens to its community carefully and consistently, connecting and communicating with it by creating a credible narrative of the school that honours the legacy of its past, frames the complexity of its present and projects a compelling rationale for a preferred future that serves 21st century learning needs.

- **Initiatives**

Our Aspiration: A great school invests significant hope, resources and commitment into research and development by planning, conducting and evaluating intentional projects and initiatives that are aligned to the school's mission, realise the school's vision and demonstrate the school's values in action.

- **Reputation**

Our Aspiration: A great school earns a strong reputation as a great school that exceeds expectations with relation to the quality of its outcomes; the efficiency and efficacy of its processes; its engagement with its community; the consistency of application of its ethos; and the execution of its strategy across the domains of achievement, relationships communications and initiatives.

The Role

The Receptionist position plays an important role in the public relations and marketing of the School. A sound knowledge of the operating procedures and communication guidelines of the School is vital in this role.

Responsibilities and Accountabilities

Reception

- Attend to all reception parents, visitors and students in a timely and courteous manner upholding our school values of compassion and respect. You are often the first face-to-face contact for many people visiting our school
- Reception area and staff administration space to be kept clean and tidy at all times
- Ensure that all visitors to the School sign the visitors register and be issued with a visitor pass
- Maintenance of key register for relief and peripatetic staff
- Incoming phone calls to be recorded and actioned accordingly (via call transfer or email to relevant staff)
- The reception procedure manual to be maintained and updated when required
- Absentee calls to be recorded and forwarded to student and Junior School admin areas
- Contact parents of children who miss afternoon buses or who have not been picked up and advise that they are being supervised by staff member on duty

Mail

- Provide administrative assistance support for mail-outs through collation, mail-merge and labelling
- Manage all incoming mail both externally and from the Junior School

Provide TASS (Student Database) Support

- Enter into TASS the names of 'early departure' students
- Support Registrar in student data management
- Provide basic Parent Lounge support and training for families

General Administration

- Provide general administrative assistance as delegated by executive members of staff, marketing and enrolments team and Principal's office to any departments as required
- Photocopying assistance where required
- Sport rolls to be maintained for Thursday sport staff
- Provide support to the Director of Community Engagement for the newsletter each week via:
 - Data entry of submissions from staff
 - Proofreading
 - Basic updates during the week
- Manage student files updates under the direction of the Enrolments team and Heads of Subschool
- Daily update of excursion/events folder
- Proof reading of school documents prior to printing when required
- Processing of student bus applications
- Manage event guest lists including Principal's Tours
- Ordering, distribution and management of stationery as required and advising Communications Officer of requirements for branded stationery
- May also at times be required to work within other areas of the School
- Other duties as required

Event Administration

- Manage event guest lists including Principal's Tours
- Assist with major school events through provision of support to event managers, these may at times fall outside normal working hours

Occupational Health & Safety

All staff are responsible for their own health and safety and for the health and safety of any other person around them. They have a responsibility to comply with all statutory health and safety rules applying to their position and must therefore:

- Read and understand all School Health and Safety regulations applying to their position
- Comply with standard working practices to ensure all work is performed in a safe manner within the extent of their control over the work situation
- If within their authority to do so, take personal action to eliminate, avoid or minimise hazards of which they are aware
- Comply with all occupational health and safety instructions
- Make proper use of relevant safety devices and personal protective equipment
- Seek information and advice where necessary before carrying out new or unfamiliar work
- Maintain dress standards appropriate for the work being done & wear uniforms if supplied
- Be familiar with emergency and evacuation procedures and the location, and use, of emergency equipment
- Bring to the attention of their immediate Supervisor any sub-standard situation or procedure they observe

Performance Indicator

Areas of responsibility must be met as an indication of performance and failure to meet these may lead to a performance review.

I have read and fully understand the contents of the Position Description.

Signed _____

Date _____