Mount St Benedict College

Reception Officer - Position Description

Mount St Benedict College is a Catholic, independent, girls' high school in the Good Samaritan tradition, offering holistic education based on Benedictine values of Pax, Hospitality and Stewardship.

Mount St Benedict College is committed to ensuring that every person involved in the College understands the important and specific role they play, both individually and part of the wider community, to ensure that the wellbeing and safety of all children and young people in their care.

POSITION TITLE:	Reception Officer
DEPARTMENT:	Business Services
LOCATION:	449D Pennant Hills Road, Pennant Hills NSW 2120
PURPOSE STATEMENT:	The Reception Officer reports to the Head of College Services and supports the day – to- day business operations of a busy office. The role of the Reception Officer, as the "first point of reference", is responsible for the general provision of welcome, support and hospitality of the College front office, delivering a friendly, efficient, confidential and professional service at all times both in person and on the telephone. In addition, the Reception Officer will provide overflow administrative support where appropriate.
POSITION REPORTS TO:	Head of College Services
COORDINATES WITH:	• All other Support and Teaching staff • Parents and Visitors
Direct Reports	Nil
AWARD/AGREEMENT RELATIONSHIP:	NSW Catholic Independent Schools (Support Staff-Model A) Multi-Enterprise Agreement 2025
CLASSIFICATION:	Level 2c
STATUS:	Full-time (48 weeks per year)
OTHER ALLOWANCES	Nil
SPECIAL CONDITIONS	Nil

MAJOR ACCOUNTABILITIES:

1. Supporting the Head of College Services, the Reception Officer main responsibilities are:

- Provide initial welcome and appropriate hospitality to visitors to the College, receiving all visitors and guests into the College in a professional and courteous manner
- Ensure that appropriate and effective procedures are followed in accordance with College policy and Work Health and Safety regulations in regard to the identification and registration of all visitors to the College by ensuring that each visitor is required to sign-in using the electronic system, and is provided with an identification tag
- Maintain the electronic sign-in system for Reception for visitors and staff signing in/out when going off site
- Ensure that all deliveries to the College received at the reception desk are effectively recorded and distributed to the relevant section of the College or unpack deliveries when appropriate, (eg stationery orders)
- Receipt payments made at reception when required
- Monitor and act on emails in the generic College email mailbox
- Take pride in the appearance of the reception area ensuring it is always well maintained and tidy
- Operate the telephone switchboard (approximately 100+ calls per day), ensuring that the College is always represented as welcoming, hospitable and efficient in all telephone contact with the wider community
- Ensure all calls are answered promptly, dealing with general enquiries concerning the College with accuracy and professionalism and providing appropriate information and literature as required
- Screen and direct calls to appropriate personnel
- Convey messages to relevant people in a timely and efficient manner

2. The role will support the administrative work of the College's peripatetic music and speech and drama tuition programs under the direction of the Head of College Services by:

- Coordinate student lesson timetables in consultation with tutors, students and relevant College staff
- Allocate appropriate teaching spaces and ensure facilities are suitable for individual tuition.
- Coordinate the commencement, transfer and withdrawal of students throughout the year.
- Support the smooth operation of tuition during College events, examinations, excursions and other timetable disruptions.
- Act as the primary point of contact between the College and peripatetic tutors for day-to-day operations.
- Support tutors with access to facilities, resources and information required to deliver lessons effectively.
- Monitor tutor attendance and communicate changes or concerns as required.
- Communicate effectively with students regarding enrolments, lesson arrangements, attendance, cancellations and changes to tuition.
- Assist the Culture and Arts Academy Convenors with responding to student and parent enquiries relating to peripatetic tuition as appropriate
- Maintain accurate records relating to enrolments, lesson allocations, attendance and tutor engagement.

3. The role will also support the administrative work of the College Operations team under the direction of the Head of College Services by:

- Complete typing for staff in the form of letters, reports, timetables, class lists, agendas, curriculum documents, forms for support services etc.
- Preparation of various documentation as required, such as excursion letters
- Assist staff with development of various documents, forms, spreadsheets and databases and completing data entry for these tools
- Assist with the entering of enrolling student data on the College operating systems (Maze software)
- Assist with the maintenance of the student data base (Maze and Sentral) ensuring integrity and accuracy of data

- Maintain and order stationery and equipment (including catering items)
- Liaise with Heads of Departments regarding requirements for stationery lists for all year groups
- Maintain labels for staff pigeonholes
- Receive and sort incoming mail and organise outgoing mail for collection for posting
- Assist with the maintenance of various files such as general admin and student files (student personal details including end of year procedures)
- Supports Principal, educational and other administrative personnel for the purpose of assisting with their administrative functions

** Other duties as required by the Principal.

ESSENTIAL SKILLS / QUALIFICATIONS:

- Working with Children Check
- Equivalent to TAFE Certificate III in Office Administration or equivalent knowledge and experience
- Proficient administration, reception and telephone system skills and experience
- Demonstrated organisational skills

DESIRABLE SKILLS / QUALIFICATIONS:

- Pro-active, reliable, committed and enthusiastic
- Attention to detail
- Sound computer skills including knowledge and experience with word processing, spreadsheets, various database software and internet procedures.
- Experience working within a school environment, preferably with exposure to database software such as Maze and Sentral

Key Performance Indicators	Description
1. Supporting the College's Catholic Ethos *Demonstrate an integration of faith and behaviour in all areas of College life. Act with love, grace, humility and generosity to all students, staff and families of Mount St Benedict College*	• Actively support, and live out the College's Declaration of Faith, Strategic Plan and Mission Statement; • Reflect an integrated model of Catholic service to all aspects of College life; • Demonstrate an understanding of current organisational, WHS and management practices and a demonstrated working knowledge of good business practices and financial control; • Promote in staff and students a strong commitment to serve others; • Attendance at Staff, Leadership and other meetings as required; • Availability to attend meetings of the Board and School Sub-Committees as needed • Where appropriate, and as directed by the Principal, interaction with students;
2. Service *Excellent communication skills, including the ability to liaise with all members of the community, both internal and external.*	• Provide the highest level of service to all members of the College Community - including students, parents and staff. • Positively promote the College both internally and externally at all times. • Provide patience, care, compassion and discernment, as needed. • Complete assigned work diligently and promptly and by the most efficient/effective means. • Cheerfully and proficiently greet visitors and facilitate resolution of any complaint • Attend College functions, sometimes out of school hours.
3. Skills, Knowledge & Application *Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate content and skills, legislation, policies and procedures.*	• Apply contemporary management skills to ensure that the College community is professionally serviced, and the Head of College Services are kept informed and up to date on all risk and compliance matters; • Lead policy development and awareness of academic and other educational initiatives and issues that will directly or indirectly impact on the College's operations; • Demonstrate high level oral and written communication skills, with an attention to detail and high-level organisational ability; • Prioritise duties, meet deadlines and achieve goals within a complex and multi-focused environment; • Develop and maintain professional relationships with the College community, alumni and external customers; • Demonstrate the ability to meet deadlines; • Demonstrate the skills required to ensure effective communication with parents, students, staff and other community members; • Demonstrate excellent leadership and teamwork skills in interactions with other members of the College Operations team.
4. Professional Conduct *Demonstrated adherence to the professional responsibilities of working in an Independent Catholic College and understanding of the need for adherence to the College policies and procedures and the Staff Code of Conduct.*	• Fulfil all requirements of the Mount St Benedict Code of Conduct; • Undertake all duties with loyalty, enthusiasm, diligence and the highest standards of professionalism; • Pursue and encourage excellence in all areas of College life; • Positively promote the College both internally and externally at all times; • Adhere to College policies • Maintain confidentiality and discretion regarding all College related issues; • Exercise initiative and judgment in complex, confidential situations; • Ability to lead policy implementation • Follow instructions from supervisors, comply with requests & instructions from the Head of College Services, Deputy, Principal and the College Board.

5. Personal & Professional development *Demonstrated experience in and understanding of the need for continuing both personal and professional development*.	• Maintain memberships, networking and involvement in professional associations. • Build and maintain industry relationships • Attend all compulsory professional development provided by the College and as required by the College with outside agencies; • Show commitment to continuous organisational improvement; • Demonstrate commitment to ongoing professional growth & learning and engage in own professional learning.
6. Teamwork & Communication *Demonstrated ability to contribute to a diverse team, or participate as an active member of a team, consistent with the philosophy and policies of the College.*	• Demonstrate reliability and effective communication; • Provide clear and timely communication with students, parents, staff and the College Board as required • Model a willingness to work positively and collaboratively within a team; • Demonstrate highly effective communication and conflict resolution skills • Establish and maintain effective communication networks • Exhibit flexibility within the role to improve productivity, seeking and responding positively to feedback from peers, the Head of College Services, Deputy, Principal and the College Board; • Demonstrate the ability to work as part of a team as well as ability to work independently; • Treat others in a respectful and supportive manner at all times.
7. Administration & Compliance *Through the use of organisational processes, ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*	• Lead the College in the maintenance and delivery of its policy and compliance • Maintain safe working practices at all times; • Comply with WH&S requirements (specifically Section 36 of the Workplace Health & Safety Act) to ensure a safe working environment; • Complete required College documentation within established timeframes; e.g. applications for leave, expense reimbursements, incident forms etc. • Demonstrate knowledge of risk management; ability to apply due diligence with regard to the reporting of hazards and incidents.
8. Community Engagement *Demonstrated commitment to the Mount St Benedict College Community as an integral part of all employment responsibilities and to willingness to enhance our culture and co-curricular programs.*	• Where appropriate opportunities present, become involved in the life of the College in order to promote community and contribute to objectives of the College, including attendance at staff meetings, leading prayer, working with students, becoming involved in school events. • Engage professionally with colleagues, parents/carers and the community. • Encourage and promote engagement with the wider community. • Ensure positive relationships with outside agencies are maintained by providing timely and efficient communication when required.
9. Pastoral Care *Demonstrated commitment to the Pastoral Care of all students at Mount St Benedict College and an understanding of the need for adherence to all College policies and procedures in relation to the Pastoral Care of all students.*	• Maintain confidentiality in all issues in relation to the College; • Demonstrate concern and care for colleague's and engage positively and respectfully with them; • Support and maintain discipline and pastoral structures and expectations within the College; • Administer First Aid on occasion, as required; • Provide active & vigilant supervision of students as required;

Given the dynamic environment in which the College operates, the Principal may alter the roles and responsibilities of this position at his discretion in order to most effectively serve the needs of the College.

I have read, understand and agree to undertake the responsibilities and requirements as detailed in this position description.

Name: _____

Signature: _____

Date: _____