

POSITION DESCRIPTION

Student Receptionist

POSITION	Student Receptionist
RESPONSIBLE TO	Deputy Principal Wellbeing and Strategy
CLASSIFICATION	Education Support Officer – Category C
EMPLOYMENT TERMS	<ul style="list-style-type: none"> • Employment is in accordance with terms and conditions as outlined in the Catholic Education Multi-Employer Agreement (CEMEA 2022) • Remuneration is in accordance with the CEMEA 2022 and dependent on skills and experience
PREPARED BY	Deputy Principal Wellbeing and Strategy
ISSUE: 06	DATE: November 2021

All staff members of Siena College are expected to support and promote the College’s mission. Siena College, a Catholic secondary school in the Dominican tradition, engages young women in a challenging education that empowers them with the personal resources to make a difference in the world, by searching for truth through a culture of lifelong learning.

The College has a universal expectation for the protection of the young women in its care and is committed to ensuring that all staff promote the inherent dignity and fundamental right of students to be respected and nurtured in a safe school environment. This commitment is drawn from and inherent to the teaching and mission of Jesus Christ, with love, justice and the sanctity of each human person at the heart of the Gospel. The College has a zero tolerance of all forms of child abuse and actively works to listen to and empower students. The College has policies and processes in place to protect students from abuse and takes all allegations and concerns seriously and responds in line with the organisation’s policies and procedures.

The Student Receptionist is to provide a customer orientated service to all students, parents and teachers that enter the College via the St Catherine Centre Student Reception entrance. A key component of this role is to assist students, parents and teaching staff with enquiries and/or redirect to other staff if required. The monitoring of daily student attendance is also a critical component of this role. The Student Receptionist works with the Personal Assistant to the Deputy of Wellbeing and Strategy and staff to promote the College and be a welcoming presence in the St Catherine Centre Student Reception. As a key point of contact for all phone calls and visitors, the Student Receptionist plays a critical customer service role. Significant contact with students, families and staff is a key component of the daily activities; therefore, a well-groomed appearance and a friendly, courteous and helpful demeanour is essential.

The Student Receptionist provides general administrative and clerical assistance to a range of staff. As a team player, the Student Receptionist is committed to promoting and fostering a positive and professional work environment and offering quality service to all stakeholders. Confidentiality and the highest standards of ethical behaviour are key aspects of the role. The Student Receptionist may also be the first point of contact in the event of an emergency or critical incident and is required to maintain an up to date knowledge of the College’s Emergency Management procedures.

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1. Student Attendance

- 1.1. Monitor, retrieve and record absence calls received by SMS, email or phone
- 1.2. Enter student absences into Synergetic as they are reported
- 1.3. Record all late students into Synergetic
- 1.4. Send attendance SMS messages to families according to procedure and follow up responses throughout the day to ensure attendance records are correct
- 1.5. Enter manual House Group and Class rolls into Synergetic as required
- 1.6. Reconcile 'unexplained' student absences and communicate any concerns to the Deputy Principal Wellbeing
- 1.7. Contact parents regarding absences as directed by Deputy Principal Wellbeing
- 1.8. Produce and file daily attendance reports

2. Student Movement

- 2.1. Ensure students with appointments have an 'authorized absence from class' form signed and are dismissed as per College procedures
- 2.2. Assist all students who present to Student Reception with various issues and attend to or redirect as necessary
- 2.3. Notify Deputy Principal Wellbeing and Strategy and staff of any students presenting with wellbeing issues
- 2.4. In the event of an Emergency Evacuation provide the current student attendance report and assist designated staff to reconcile students' whereabouts
- 2.5. Issue PA announcements as required
- 2.6. Manage manual bells as required
- 2.7. Reset automatic bell times as required

3. First Aid

- 3.1. In the event of a medical incident or injury contact Health Centre Coordinator immediately according to procedure
- 3.2. Administer first aid to students and staff as required during the Health Centre Co-ordinator's rostered breaks or in the event of an unplanned absence of the Health Centre Co-ordinator

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4. Administration

- 4.1. Manage 'studentreception@siena' emails and distribute to relevant staff
- 4.2. Monitor and action 'absence@siena' emails
- 4.3. Manage ad-hoc enquiries received at reception
- 4.4. Maintain Student Record system, including filing and archiving
- 4.5. Review and update procedural manuals for Student Attendance and Student Reception as required
- 4.6. Prepare correspondence and Edsmart E-forms as required by teaching staff and as directed by Personal Assistant to the Deputy Principal Wellbeing
- 4.7. Enter and maintain Student Activity Locator (SAL) data entry for excursions and camps
- 4.8. Monitor and report system difficulties (PA/telephone/office equipment)
- 4.9. Maintain an up to date knowledge of the College's Emergency Management procedures, and follow the protocols in the event of a critical incident
- 4.10. Undertake data entry and Produce Merit Certificates and Awards documentation for Sport, Music, Debating, Student Leadership and Performing Arts Colours as directed by the Personal Assistant to the Deputy Principal of Learning and Teaching
- 4.11. Manage Student Reception roster for recess and lunch breaks
- 4.12. Other duties as required by the Personal Assistant to the Deputy Principal of Wellbeing and Strategy

5. General accountabilities for all Staff

- 5.1. Demonstrate duty of care to students in relation to their physical and mental wellbeing
- 5.2. Be well informed and comply with the College's obligations in relation to Child Safe Standards and processes for reporting suspected abuse
- 5.3. Adhere to the College's professional dress code for staff
- 5.4. Attend all relevant staff meetings, assemblies, College masses, community days and staff professional learning days
- 5.5. Demonstrate professional and collegial relationships with colleagues
- 5.6. Commit to and actively support the College's agenda for continuous improvement through participation in school improvement planning
- 5.7. Demonstrate alignment and support for the Catholic and Dominican ethos of the College
- 5.8. Support the Mission, Vision and Values of the College as articulated in the Strategic Plan
- 5.9. Be familiar with and comply with all College policies and procedures

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Key Skills

- 5.10. The successful applicant will have strong written and verbal communication skills with advanced knowledge and proficiency in Microsoft Office
- 5.11. Maintain confidentiality and exercise discretion.

6. Professional Learning

- 6.1. Synergetic
- 6.2. Edsmart
- 6.3. Operoo
- 6.4. Siena Central
- 6.5. First Aid training – maintain current first aid and CPR qualification
- 6.6. Anaphylaxis certification
- 6.7. Attend College Faith Formation days and Professional Learning as appropriate or required
- 6.8. Other training as required

7. Computer Skills

- 7.1. MS Word
- 7.2. Outlook
- 7.3. Excel
- 7.4. Internet/Intranet
- 7.5. Accurate typing