

POSITION DESCRIPTION

College Receptionist

POSITION	College Receptionist
RESPONSIBLE TO	Director of Development and Community Relations
CLASSIFICATION	Educations Support Officer – Category C
EMPLOYMENT TERMS	<ul style="list-style-type: none"> • Employment is in accordance with terms and conditions as outlined in the Victorian Catholic Education Multi-Employer Agreement (VCEMEA 2018) • Remuneration is in accordance with the VCEMEA 2018 and dependent on skills and experience
PREPARED BY	Director of Development and Community Relations Human Resources Manager
ISSUE: 10	DATE: June 2023

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 Development Office was established to bring together all activities which impact on the College’s relationships with its external community and includes reception, fundraising, major events, brand management, marketing and communications, advertising, public, community and media relations and student recruitment. An integrated approach to these activities is required to ensure that the wider community understands and supports the College’s Mission.

Support from the community is reflected in financial and community support and enrolment numbers.

The Director is responsible for the strategic direction and operations of the College’s Development Office: including reception, admissions, marketing, and communications; development and advancement; the community database; the Siena College Alumnae community; archives; events and engagement across community stakeholders and groups. The Director will strategically bring these departments together, whilst capitalising on opportunities to innovate, enhance and drive key efficiencies. The development of positive, lasting relationships with stakeholders is a key aspect of this position.



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The Director of Development and Community Relations manages and leads the Development Office staff.

As a team player, the College 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 behavior are key aspects of the role. The 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.

1. College Reception

- a. Respond to incoming telephone calls and direct as appropriate
- b. Greet and direct visitors in accordance with College sign in/our procedures.
- c. Distribute messages, emails, and faxes in a timely manner
- d. Notify all staff of parcels received and arrange for collection
- e. Ensure reception is always staffed as rostered and in the event of emergency
- f. Ensure that the Reception and interview rooms are kept tidy and welcoming
- g. Maintain a comprehensive and current knowledge of the College's organisational structure, the names, titles, and roles of all staff
- h. Order couriers or taxis as required
- i. Monitor and report system difficulties
- j. Monitor security by noting people coming and going through Reception and report suspicious activity.
- k. Ensure all visitors sign in using the Visitor Sign In process and provide proof of vaccination status
- l. Ensure all visitors are compliant with the Siena College Volunteer Engagement process and if a supplier they are compliant with Sam4Schools
- m. Maintain an up-to-date knowledge of the College's Emergency Management procedures, follow the protocols in the event of a critical incident
- n. Manage offsite archive process for all departments
- o. Register all maintenance issues, directly and via Siena Central, as they are reported to Reception.

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2. Administrative Support

- a. Prepare outgoing mail, order sock for mailing, reconcile Post Office invoices
- b. Update and distribute telephone list as required
- c. Update staff names on staffroom pigeonholes as required
- d. Assist with College mail outs
- e. Order and maintain supplies of stationery for all College areas
- f. Record absence calls received via phone or email into Synergetic as required
- g. Proof the College newsletter and website and assist with proofing of College publications
- h. Direct all enrolment enquiries as per enrolment procedure outline by the Director of Development and Community Relations and the Head of Admissions
- i. Assist Head of Admissions with enrolments and scholarships for future students
- j. Manage College milk supplies
- k. Issue bus passes to families/students as requested
- l. Manage the Siena College Volunteer database and if they are a supplier, ensure they are compliant with Sam4Schools

3. Student Database Administration

- a. Refer any student or family record changes to the Database Administrator
- b. Manage Enquiry Tracker data

4. Finance Support

- a. Receipt and process payments for school fees
- b. Receipt and process sundry activities
- c. Receipt and process enrolment fees
- d. Assisting debtors with general enquiries and data updates
- e. Raise purchase orders as directed by the Director of Development and Community Relations

5. General accountabilities for all Staff

- a. Demonstrate duty of care to students in relation to their wellbeing
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- b. Be well informed and comply with the College's obligations in relation to Child Safe Standards and processes for reporting suspected abuse
- c. Adhere to the College's professional dress code for staff
- d. Attend all relevant staff meetings, assemblies, College Masses, community days and staff professional learning days
- e. Demonstrate professional and collegial relationships with colleagues
- f. Commit to and actively support the College's agenda for continuous improvement through participation in school improvement planning as required
- g. Demonstrate alignment and support for the Catholic and Dominican ethos of the College
- h. Support the Mission, Vision and Values of the College as articulated in the Strategic Plan
- i. Be familiar with and comply with all College policies and procedures

6. Professional Learning

- a. Synergetic
- b. First Aid Training – Maintain current First Aid and CPR qualification
- c. Anaphylaxis certification

7. Key Skills

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

8. Computer Skills

- a. MS Word
- b. Outlook
- c. Excel
- d. Siena Central (SchoolBox)
- e. Synergetic
- f. Sam 4 Schools