Position Description

Position: Administration Officer (Reception)

Location: Main Administration Office

Position Allocation: Part Time, 9.00am to 5.00pm (2 days per week)

(Position includes 6 weeks Annual Leave per annum to be taken during school holiday time)

Reports to: Business Manager

Primary Focus: The position of Receptionist is responsible for the management of Reception and Front of House activities of the College.

Background
Cornish College opened in 2012 as the Uniting Church’s newest coeducational school. Located on 42 hectares of parkland next to the National Water Sports Centre adjacent to the suburbs of Patterson Lakes and Chelsea, the school offers programs from ELC to Year 12. Cornish College will grow to a double stream in all primary year levels in 2017 and triple stream in all secondary classes in the coming years. Currently there are 615 students from ELC to Year 12. The College offers an ELC program which is influenced by the work done in the Italian city of Reggio Emilia and runs the International Baccalaureate Primary Years Programme from ELC to Year 6. This approach to teaching and learning is embraced in a multidisciplinary, concept driven inquiry-based program in the secondary area.

The College has a holistic approach to the educational program which centres around a unique model of teaching and learning based upon the notion of educating for a sustainable future. With a strong emphasis on respecting the multiple intelligences, the College strives to see all young people thriving in the areas in which they have a special aptitude. In line with this thinking the College offers vibrant programs across the curriculum including Visual and Performing Arts, Sport and student leadership.

The Position
The role of Receptionist is key to ensuring the smooth operation of Cornish College, ensuring excellent customer service and efficient administration procedures.

This position is a job share arrangement with the current Administration Officer (Receptionist) and works closely with the Administration Officer (Student Support) and the Principal’s Assistant/Human Resources Manager.

The Administration team is a small dynamic group who work collaboratively in a busy environment that is growing as the College goes through a significant growth phase in its operation.

Terms and Conditions
The position is a permanent position working 15 hours per week (46 weeks out of 52). The hours of work will be from 9.00am – 5.00pm.

The Receptionist will work closely with other members of the Administration team. The responsibilities of this position include, but are not limited, to the following:

Reception

- Manage the reception area, ensuring that it is an attractive, welcoming and professional environment.
- Telephone operation, responding to calls in a courteous, helpful and professional manner.
- Ensure all calls and enquiries are responded to in a prompt and courteous manner.
- Ensure all messages are passed on to staff promptly.
- Greet all visitors, parents, staff and students with the utmost attention and provide assistance.
- Accurate recording of student absences on a daily basis.
- Monitor appointments to the College including those of the Principal and Admissions appointments, advising staff when their appointments have arrived and assisting with guest management.
- Responsibility for the College telephone system and liaising with IT as required ensuring it’s smooth and effective operation. This includes voicemail messages, after hours mobile and voicemail setup.
- Manage all incoming mail (including email to the generic email address) into the College and it’s efficient distribution. This includes faxes (via email), packages and deliveries. This includes the opening and date stamping all mail.
**General Administration**

- Providing secretarial and administration support by taking messages, making appointments, typing and general administration.
- Respond to enquiries, following up in a client focused and courteous manner.
- Attend to all correspondence, email and phone calls in a timely and professional manner.
- Understand the structure of the College in order to respond professionally to all enquiries.
- Maintain internal phone list and pigeon-hole listing and update as required.
- Provide administration support to the Parents’ Association as requested.
- Respond to enquiries, following up in a client focused and courteous manner.
- Maintaining up to date and accurate records and communication notes on the College’s database as required, including student absences on a daily basis.
- Maintain hard copy files of material not recorded electronically, with cross referencing on Synergetic (school database) as required.
- Maintain up to date and accurate records and communication notes on the Synergetic database and DocMan as required.
- Manage supplies of branded stationery and envelopes, ensuring sufficient supplies are available.

**The Person**

The person needs to:

- be an energetic person who enjoys working as part of a small team and who enjoys dealing with students.
- have outstanding customer service focus.
- have excellent attention to detail.
- be efficient and well organised.
- demonstrate initiative and have the flexibility to deal with the unexpected.
- be warm and friendly and have exemplary interpersonal skills.
- maintain confidentiality.
- have high standard of personal presentation.
- understand and build relationships with all members of the Cornish College community.
- have the ability to work with discretion and confidentiality at all times.

**Essential requirements:**

- Current Working with Children’s Check for Employment purposes.
- Experience in a similar busy front of house reception role.
- Professional presentation.
- Excellent typing and word processing skills.
- Extremely strong software skills including a knowledge of Office 2000, Internet and Email, Synergetic (school database).
- Experience in using mail merge preferred.
- Experience in First Aid or First Aid qualification (preferred but not essential).

**Staff should note:**

- Cornish College staff are expected to be involved in the College’s cocurricular program depending upon their particular skills and interests. With all these tasks it is the expectation of the College that staff will work collaboratively to share responsibilities as evenly as possible.
- The College is committed to an active partnership with parents and that parent expertise is used to enhance the educational program wherever possible.
- All staff are expected to attend staff meetings as arranged.
- There is also an expectation that all members of staff will attend the major school functions of the year.
- All staff are expected to be supportive of the Christian ethos of the College as would be expected of a Uniting Church School.
Applications
Applications should include:

- a brief cover letter to the Principal
- a current resume, including the name and contact numbers of three professional referees, two of whom must be able to comment on the applicants professional work (or training).
- supporting documents that address the above criteria

Emailed applications need to be submitted as one combined PDF file.

The successful applicant will be required to produce original copies (from which a photocopy will be made) of Working with Children’s Check, transcripts of academic or professional qualifications or certificates.

Applications should be submitted by 9.00am, Friday 18 March 2016 to:

Mrs Willeka Cox
Human Resources Manager
Cornish College
65 Riverend Road
Bangholme VIC 3175

Email: employment@cornishcollege.vic.edu.au
Fax: +613 9773 1726