

POSITION DESCRIPTION

Receptionist

COLLEGE OVERVIEW

The aim of Arndell Anglican College is to be the school of choice in the Hawkesbury. The College is an Anglican Schools Corporation school catering for students Prep to Year 12.

Our mission is to offer innovative, high-quality education and to communicate the Gospel of Jesus Christ to students, staff, parents, and the wider community. The inclusive learning environment promotes optimism, respect, and ownership within and for our culture.

The core values of the College revolve around a vision that we need to provide a place where every child matters and that we challenge our future leaders of tomorrow. We accomplish this through high quality teaching, encouragement of spiritual awareness placing Jesus as central to all we do, positive expectations in respect to academic excellence and behaviour, a safe and caring environment and a strong welfare system that communicates with parents and students.

POSITION INTENT

The Receptionist is the first point of contact for the College community, providing a welcoming, professional presence for all visitors and callers. This role manages front desk operations including phone and email communication, visitor and student sign-in processes, distribution of items, and various administrative support tasks that assist in the smooth daily functioning of the College.

The Receptionist will be required to participate in the wider life of the College, which may include co-curricular, house, sporting events, and excursions.

KEY RELATIONSHIPS

The Receptionist reports to the Director of Business Services and is a member of the College Administration Team.

The Receptionist has no direct reports.

To support the strategic and operational objectives of the College and the parameters within this position description it is expected that the Receptionist will develop and nurture positive and collaborative relationships with all staff, students, parents, and the local community.

To deliver on their responsibilities the Receptionist will also work in close partnership with the:

- Administration Team;
- IT Services Team;
- Canteen; and
- Uniform Shop.

STRATEGIC PLAN RESPONSIBILITIES

- As required, assist in the development, implementation, measurement, and feedback on strategic plan objectives as they relate to the assigned area/s of responsibility.
- Ensure the College vision is shared, understood, and incorporated into day-to-day activities and initiatives.
- Provide input and feedback to your direct line manager on future College Strategic Plans.

POSITION RESPONSIBILITIES

Front Desk Operations:

- Answer and direct incoming calls promptly and courteously.
- Greet and direct visitors in accordance with College protocols.
- Monitor and respond to messages in the reception voicemail and email inbox.
- Manage the sign-in and sign-out process for:
 - Visitors.
 - Students (late arrivals and early departures).
 - Staff (when leaving campus during the day).
- Maintain a clean and professional reception area.

Student and Parent Liaison:

- Distribute items dropped off by parents/carers, including lunch, forgotten belongings, and classroom deliveries of online uniform shop orders.
- Process updates submitted via the parent portal, ensuring accurate record-keeping and prompt communication where necessary.
- Liaise with the canteen regarding forgotten student lunch orders and missed online order cut-offs.

Receptionist 1 – Student Logistics and Communication:

- Manage the mobile phone register, ensuring accurate recording of devices handed in by students.
- Organise and manage the daily student runner schedule.
- Coordinate student transport pass processes, including new applications, returns and over-16 student pass eligibility and distribution.
- Monitor and manage the general enquiries email inbox, forwarding messages as required.

Receptionist 2 – Student Attendance and Admin Resources:

- Manage the College archives in accordance with retention and compliance requirements.
- Maintain register of standing permissions for student full or part absences (eg. regular early departures).
- Monitor and replenish stationery and catering supplies for Administration Team and associated areas.

Administrative and Other Support:

- Provide support for other administrative tasks as required by the Director of Business Services.
- As required, provide support as needed during College Carnivals or other special events.
- Any other tasks as requested by the Director of Business Services and/or the Deputy Head.

WORK HEALTH AND SAFETY RESPONSIBILITIES

- Act in accordance with the College's Work Health and Safety ("WHS") Program.
- More specifically:
 - Take reasonable care for own health and safety, ensuring personal actions do not place self or others at risk of harm.
 - Understand the nature of College operations and associated hazards / risks and risk mitigation strategies.
 - Report WHS issues via the incident / hazard notification processes, drawing attention to urgent matters to reduce risk of harm to others.
 - Address WHS issues in consultation with those involved or affected and the Facilities & WHS Manager.
 - Undertake risk assessments for any variations to routine for activities you lead / are responsible for.
 - Participate in incident investigations and WHS inspections, as required.

CHILD SAFE RESPONSIBILITIES

- Act in accordance with the College's Child Safe Program.
- More specifically:
 - Demonstrate a strong commitment to the safety and welfare of children and young people in line with the College's Child Safe Policy.

- Report child safety incidents or concerns to one of the College's nominated Child Safety Officers.
- Ensure personal professional boundaries are maintained and provide guidance to others to do the same.
- Adhere to the expectations of the Child Safe Code of Conduct and provide guidance to others to do the same.

COLLEGE FRAMEWORKS & MODELS – THE EXPECTATIONS

Christian Framework

- Advocate and act in accordance with the College's Christian Framework.
- More specifically:
 - The tenets of the College's Christian Belief Statement are embedded in all works, words, and actions so that the Christian narrative is central.
 - Actions are other-person centred, seeking the good for both the individual and the entire College Community.

Pastoral Care Framework

- Act in accordance with the College's Pastoral Care Framework.
- More specifically:
 - Contribute to an *Environment* that allows others to feel safe, supported, engaged and where purpose is known in order to encourage growth and ability to flourish in their position and/or studies.
 - Support others to look after their own *Wellbeing* through growing themselves to live life with purpose, developing healthy habits, maintaining a balance on ones perspective and priorities, and building resilience to press on despite adversity.
 - Look after your *Wellbeing* through growing yourself to live life with purpose, developing healthy habits, maintaining a balanced perspective and priorities, and building resilience to press on despite adversity.
 - Support others in the development of their *Character*, encouraging them to explore who they are, seeking pathways to contribute to community, and understanding their impact on the growth of others.
 - Develop your *Character* through exploration of who you are and pathways to contribute to community.

Teaching and Learning Framework

- Have awareness of the College's Teaching and Learning Framework.
- More specifically:
 - Understand the instructional model and common language conventions used in delivering curriculum and learning experiences.
 - Model the *Individual*, *Interpersonal*, and *Intellectual* characteristics in own work.

Leadership Model

- Act in accordance with the College's Leadership Model.
- *More specifically:*
 - Demonstrate *Servant Heartedness* through humility in approach, being sacrificial in putting others interests first, empathetic in seeking to understand those you work with, and support others in their growth.
 - Demonstrate *Credible Service* through being transparent in approach, competent in the position, trustworthy to those around you, and having integrity at all times.
 - Demonstrate *Relational Leadership* through being an effective communicator, emotionally intelligent in engaging with others, equitable in approach, and an effective listener in order to better understand the perspectives of others.
 - Demonstrate *Purposeful Service* through being goal-focused, positively approaching change, and aligned to moving forward together.
 - Demonstrate *Reflective Leadership* through being evidence-focused in approach, utilising feedback in own growth process, being self-aware, and continuously improving on all aspects of position and self.

ATTRIBUTES

The incumbent will...

- Be an active member of a reformed, evangelical Christian church.
- Actively support the Christian ethos and teaching of the College, integrating faith into all aspects of professional practice.
- Contribute positively as a collaborative and effective team member, fostering a spirit of unity and shared purpose with staff and parents through personal commitment, enthusiasm, and energy.
- Demonstrate exceptional interpersonal and communication skills, with the ability to engage respectfully and relationally with staff, students, parents, and external stakeholders.
- Exhibit strong organisational and time-management skills, with the capacity to manage multiple tasks and priorities effectively.
- Possess excellent verbal and written communication skills.
- Show meticulous attention to detail, particularly in proofreading and managing sensitive or confidential correspondence.
- Display strong skills in event coordination, logistics, and administrative planning.
- Represent and uphold the College's values and reputation within the wider community.
- Work confidently and respectfully within an openly Christian environment.
- Collaborate as part of the Anglican Schools Corporation (ASC) network of colleges and schools.

QUALIFICATIONS & EXPERIENCE

The incumbent will hold the following qualifications and experience:

- Certificate II in Business or similar.
- Minimum two years' experience in a similar role, preferably within an educational environment.

OTHER INFORMATION

All staff are supplied with computers and are expected to be competent in computer skills, the Receptionist must demonstrate intermediate levels of competence with the MS Office suite.

The Receptionist will have other duties such as meetings, taking part in College Community activities, and the College's program for spiritual and pastoral care. Some of these duties may need to be performed at times outside normal hours.

Employment conditions and remuneration are set per the Independent Schools NSW (Professional and Operational Staff) Cooperative Multi-Enterprise Agreement 2025. This position has been classified as a Clerical and Administrative Services Employee Level 3.

The Position Description is to be read in conjunction with the Arndell Anglican College Strategic Plan and will be reviewed every 12-24 months. Next review due July 2026.

AGREEMENT

By signing below, I confirm my acceptance and commitment to execute to the best of my ability the position responsibilities as outlined in this document, understanding that it may be varied from time to time and that any variation will be in consultation with myself and changes subject to applicable legislation as it may apply.

Signed

Date

Print Name

APPLICATIONS – Internal Candidates Only

Application Parameters:

Carefully consider the position description and provide a letter of application outlining your experience in the area/s of the position and what you would bring to the role (no more than two pages), include with this your current CV.

Closing Date for Applications:

Friday, 27 June 2025

Applications to be sent to:

Headmaster

E: employment@arndell.nsw.edu.au

APPLICATIONS – External Candidates Only

Please provide a letter of application outlining your experience in the area/s of the position and what you would bring to the role (no more than two pages), along with your CV ensuring the following is included:

- Copies of qualifications and summary of academic record.
- Work experience, including current and previous teaching experience.
- The names, positions, telephone numbers and addresses (including email if applicable) of three referees, one of whom should be your current Church minister.
- Working With Children Check clearance number and date of birth (for validation purposes only).
- Involvement and abilities in sport, the arts, or other fields of interest.
- Any other information in response to the position's professional criteria as provided or any other information that may assist us in assessing your suitability for an interview and appointment.

Closing Date for Applications:

Friday, 27 June 2025

Applications to be sent to:

Headmaster, Arndell Anglican College
PO Box 4063
PITT TOWN NSW 2756

T: (02) 4572 3633

F: (02) 4572 3294

E: employment@arndell.nsw.edu.au

Employment screening of successful applicants will apply including verification of the Working With Children Check and NESA accreditation, which may occur prior to interview. Arndell Anglican College is a child safe organisation, all members of staff are required to comply with applicable child protection legislation and are responsible for ensuring that the College's Child Safe Program is at the forefront of all they do. Arndell Anglican College is an equal opportunity employer and an Anglican Schools Corporation school.