

Position Description

Receptionist

Pakenham Campus

2025

RELATIONSHIPS AND NETWORKS

LEAD BY

- Executive Assistant to the Campus Principal

COLLABORATES WITH

- Beaconhills Executive
- Multi Campus Administration Teams
- Student Services Teams
- Heads of Faculty
- Teachers
- Students
- Other teams in the College

LEADS

- N/A

EXTERNAL GROUPS

- Parents/Guardians
- Suppliers
- Visitors

POSITION CONDITIONS

- **This is an ongoing position working at the Pakenham Campus**
- **Working Monday to Friday 12.30 pm - 5.00 pm**

Conditions of employment are as per the Beaconhills College General Staff agreement 2023-2025 (incorporating the terms of the Educational Services (General Staff) Award 2020), Beaconhills' policies and procedures and the letter of offer.

No position description can be entirely comprehensive, and the incumbent will be expected to carry out such duties as may be required from time to time and are broadly consistent with the position description, the status of the post within the College and the classification criteria of the Educational Services (Schools) General Staff Award 2020.

REFERENCE DOCUMENTATION

- *Staff Code of Conduct*
- *College Policies and Practices*



PRIMARY PURPOSE OF THE POSITION

The role of the Receptionist is primarily to provide communication services for the entire College and customer service and administration support to the Business Management, Enrolments, Finance, Human Resources and Marketing teams. The Receptionist will report to and take direction from the Executive assistant to the Campus Principal.

The incumbent must have excellent organisational and communication skills and will enjoy the challenge of working under pressure as part of a team providing a high standard of service and support to key customer groups - parents, students and staff - within the College community.

Demonstration of a strong understanding of Microsoft Office applications, including Word, Excel and OneNote is necessary, as is demonstrated skill with databases.

The incumbent must possess flexibility to handle multiple tasks and the ability to prioritize their work, with professional attention to detail. The role is a job-share position so in addition to the usual hours of employment, there will also be the requirement to be available to work full days as necessary to cover periods of leave.

KEY RESPONSIBILITIES FOR THE POSITION

- Manage Reception at the Pakenham Campus providing a professional level of service to all visitors, staff, students and parents
- Provide support to the multi campus administration teams
- Manage and complete a range of administrative tasks under the direction of the Executive assistant to the Campus Principal
- Ensure personal awareness of College and Campus activities at all times
- Act as a first point of contact for both walk-in and telephone enquiries from students, parents, staff and the public, providing a professional manner and accurate and appropriate information and directing enquiries to the relevant areas or staff
- Ensure all visitors/parent helpers/staff sign in the relevant register and issue visitor passes as required
- Liaise with the ICT Service Coordinator in the set up and maintenance of the College telecommunications system
- Coordinate daily mail, both incoming and outgoing (external and internal)
- Ensure communication with the Receptionist (A.M.) is maintained so handover is seamless
- Receive all incoming goods and coordinate distribution to appropriate staff/areas
- Manage bookings for meeting rooms
- Assist with booking requests for College tours
- Receipt enrolment applications and monetary payments received at Reception.
- Maintain and manage stationery supplies for Administration
- Organise and maintain staff pigeon holes
- In conjunction with the relevant administration teams, manage data on College database (Synergetic)
- Perform any other administrative support tasks



QUALIFICATIONS

The successful application must hold (or be in the process of obtaining):

- A current Working with Children Check
- A current *National Police Check* (NPC)
- A current first aid certificate (or a willingness to obtain)

COMPETENCIES

- Advanced computer and keyboard literacy, including experience with databases
- High level of accuracy and attention to detail
- High-level organisational and time management skills
- Strong decision-making, problem solving and analytical skills
- High-level written, verbal and interpersonal communication skills
- Ability to adapt to the changing technologies of the College
- Ability to work as part of a team or independently
- Ability to handle multiple tasks
- Ability to demonstrate initiative and work under pressure
- High degree of confidentiality and discretion

SELECTION CRITERIA

- Demonstrated experience in an reception/administrative role in a busy setting
- Possess an excellent knowledge of contemporary software programs and skills and experience in the use of computerised database systems
- Demonstrated high-level communication skills, including the ability to draft and edit documentation
- Possess excellent interpersonal skills, including the ability to interact effectively with a range of customers, including parents, students, staff and suppliers
- Possess the maturity to deal with people at all levels of the organization
- Evidence of the capacity to work professionally with a small team of people
- Demonstrated excellent organisational and time management skills including multi-tasking and meeting deadlines with minimal supervision
- Demonstrated capacity to apply analytical and problem solving skills to non-routine activities
- Demonstrated flexible approach to work
- Confidence administering first aid (experience desirable)
- Familiarity with the operation of schools (desirable)

PHYSICAL CAPABILITIES

- Sitting (occasional 1-33%)
- Standing (frequent 34-66%)
- Walking (frequent 34-66%)
- Talking (frequent 34-66%)
- Listening (occasional 1-33%)
- Steps/stairs (frequent 34-66%)
- Carrying (occasional 1-33%)



WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES

- Ensure that any hazards, incidents (including near misses) and injuries are reported immediately to relevant management
- Co-operate in relation to activities taken by the College to comply with Work Health and Safety (WHS) legislation
- Participate in consultation, meetings, training and other health and safety activities where required
- Ensure only authorised, adequately trained staff undertake assigned tasks
- Take reasonable care for personal health and safety and the health and safety of others in the workplace

CHILD SAFETY STATEMENT

Beaconhills College has zero tolerance for child abuse. Beaconhills is a child safe employer and is committed to the welfare of children and their protection.

Beaconhills has systems to protect children from abuse, and will take all allegations and concerns very seriously and respond to them consistently, in line with our policies and procedures.

All potential employees and volunteers will be required to comply with the College's *Child Safe Policy* and *Code of Conduct*, which are available on our website [here](#). Beaconhills performs thorough assessments of potential and existing employees in accordance with the legislated Child Safe Standards. The assessments will be used to ascertain whether the potential or existing employee is a fit and proper person and is suitable for work in a school environment and in the position applied for or held. The screening process includes, but is not limited to, criminal record checks, *Working with Children Check* (WWC Check) and checks of social media accounts.

Beaconhills College is committed to Equal Employment Opportunity principles and is committed to the principles of merit-based selection, equity, diversity and procedural fairness in our recruitment process.

Aboriginal and Torres Strait Islander peoples are encouraged to apply for all positions at Beaconhills College.

