**Position Information Document**

**Education Support Officer (ESO) Receptionist**

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| **NAME:** |  |
| **START DATE:** | Monday 28 April 2025 |
| **POSITION TITLE:** | ESO - Reception |
| **GRADE and Year:** | Grade 2 Year 1 |
| **EMPLOYMENT:** | Permanent |
| **FRACTION OF TIME:** | 37.5 hours per week / 41 weeks per year  Monday to Friday  8:00 to 4:00pm with 30 minute lunch break |

**Employment conditions in accordance with The Catholic Schools Enterprise Agreement 2020 and the Teachers (Non-Government Schools) Award.**

# BROAD PURPOSE:

The primary purpose of this position is to provide high quality reception and administrative support to students, families, staff and the wider community of Our Lady of the Sacred Heart (OLSH) College. This position is also responsible for providing support to the OLSH College Finance team. The successful applicant will work as a member of a high performing team.

The non-teaching staff fulfil a vital role in supporting the successful operations of the College. Occasionally non-teaching staff may be required to attend professional development sessions conducted at the College or elsewhere, within or outside of the employee’s normal working hours. The non-teaching staff are encouraged to participate fully in the life of the College community and to support school activities and functions. They may be required to assist with the supervision of students or other allocated tasks at major school events such as aquatics day, athletics day and masses. Non-teaching staff shall attend meetings, professional development and other meetings as required.

# REPORTING / WORKING RELATIONSHIPS

*(to whom the employee reports, staff for whom the employee is responsible and other connections and working relationships in and outside the school)*

The Receptionist is appointed by the Principal and is accountable to the Principal through the Business Manager.

* Principal, Business Manager and OLSH College Leadership Team
* Front Office Staff
* College Staff
* Students, Families and Visitors to the College
* Wider OLSH College Community
* External Agencies, Organisations and Contractors

# KEY RESPONSIBILITIES

**Responsibilities include, but are not limited to:**

**Front Office**

* Create a friendly and welcoming environment for our culturally diverse community ensuring the initial contact is welcoming for all, assisting them with their enquiries with a focus on customer service and hospitality, as required.
* Co-ordinate and maintain the successful operation of College reception, including attending to customer, telephone, email and SMS inquiries in a timely, efficient, and professional manner, and using the public address system to make school announcements, as required.
* Responsible for the Front Office area including entrance and seating areas, ensuring that it is always kept presentable neat and tidy.
* Operate office equipment including effective use of the telephone system, photocopier, printer, binder, laminator and the like.
* Monitor photocopiers and other office equipment arranging servicing and paper refills.
* Responsible for distribution of incoming and outgoing mail and deliveries, ensuring mail is posted on the day of receipt.
* Receive and distribute incoming mail and notify staff of deliveries.
* Maintain and facilitate use of visitor and staff sign in/out electronic register systems.

**Administration**

* Provide assistance in maintaining and monitoring College databases including student and class records, ensuring accurate and timely recording of attendance and absentee records as required.
* Assist with monitoring student absences.
* Ensure correct procedures are followed of student movement to and from the College e.g. late arrivals, early departures, appointments, sick bay etc.
* Maintain the efficient functioning of the Front Office area and the various duties involved including but not limited to staff pigeonholes, communication bags, phone extension lists, archiving, beginning and end of term procedures etc.
* Ordering of College supplies including but not limited to paper, stationery, staff and student badges and cleaning when required within College guidelines.
* Provide other office staff and OLSH College Leadership team with admin support, such as the copying and collation of documents for information packages and other bulk mailings.
* Filing/archiving as and when necessary, including assisting other staff to ensure it is up to date.
* Collect, collate and summarise reply slips from students as required.
* Assist with duplicate reports and envelopes for parents each term.
* Assist with preparing and distributing general correspondence to parents, students, and staff.
* Assist with arrangements and organisation of meetings and events as required including but not limited to meetings with parents/guardians, school and staff events and external parties.
* Provide general administration assistance to other Front Office staff and as directed by the Business Manager.

**First Aid**

* Assist maintaining the First Aid Room with appropriate equipment, adequate supplies and administer first aid to students and staff as required keeping appropriate records and in accordance with any action plans and alerts that may exist.
* Direct any contact required with ambulance services, family, and emergency contacts.
* Ensure that Medical Management Plans and student medication is stored in an accessible and appropriate place and be responsible for maintaining and updating Medical Plans.
* Ensure first aid kits are always stocked and ready for use.

**Finance**

* Perform receipting of daily payments, regular family payments, adhoc payments and other finance support as required.
* Assist with preparation for new students including organising locks etc

**Other**

* Assist with College catering for events such as morning teas and parent/teacher conversations.
* Maintain and oversee housekeeping of the staff room so that it is always neat, tidy and uncluttered including displays and requirements for events are kept stocked when needed.
* Liaise with OLSH College Leadership regarding incidents, notifications to emergency services and the implementation of emergency procedures.
* Perform any other duties as directed by the Principal and/or Business Manager.

# REQUIREMENTS OF THE JOB

* Ensure the health, safety and welfare of students and fellow employees.
* Support and represent the ethos of Our Lady of the Sacred Heart College.
* Understand the employer’s requirements and act in accordance with South Australian Commission for Catholic Schools (SACCS) and the College’s policies, guidelines and procedures.
* Develop and maintain good working relationships with staff, students and families.
* Prioritise tasks in a flexible manner to manage a range of administrative functions within agreed timelines.
* Possess excellent interpersonal and communication skills (written and oral), including the ability to work effectively with people of all ages, in particular the ability to effectively and respectfully deal with all members of the OLSH College Community, ensuring cross-cultural sensitivity.
* Be enthusiastic, professional, and committed to working positively as a team member.
* Demonstrate excellent organisational skills and the ability to learn and apply new concepts quickly.
* Possess excellent keyboard and written communication skills, with a demonstrated working knowledge, use and application of Microsoft Office suite.
* Complete administrative tasks accurately and in a timely manner.
* Be flexible and adaptable in an approach to work practices and management strategies.
* Be able to encourage positive team commitment and contributions through own commitment, enthusiasm, and energy.
* Ability to work both cooperatively and collaboratively as a member of a team and independently/autonomously.
* Ensure that confidential information is always handled sensitively and appropriately adhering to the College Privacy Policy.
* Previous finance experience and the ability to use several different software packages desirable.
* Attend school-based events where necessary which may include Open Day.

# CHILD PROTECTION AWARENESS

Our Lady of the Sacred Heart College assures the right of every member to a safe environment and the responsibility of every person to promote safe practices. Our Lady of the Sacred Heart College is committed to Child Protection and protective practices. This includes responsibility of the College’s employees for Child Protection.

*Child-Safe Environments Responding to Abuse and Neglect: Education and Care* training is now a compulsory certificate for all staff working in a school environment and all staff need to attend 3 yearly updates.

# WORK HEALTH & SAFETY

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012. As a *Worker,* while at work you must:

* Take reasonable care for your own health and safety.
* Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons.
* Comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer.
* Cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers.

Reference: Division 4, Section 27 and 28 WHS Act 2012.

# SPECIFIC REQUIREMENTS

Acquire and maintain

* Working with Children Check to work in Catholic Education SA.
* Approved Responding to Abuse & Neglect training.
* Senior First Aid Certificate.
* Full SA Driver’s Licence.

# OTHER RELEVANT INFORMATION

The Position Information Document is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Information Document is subject to review and modifications by the Principal, in response to the strategic direction of the School, and the development of the skills and knowledge of the position.

# PERFORMANCE REVIEW

The employee must undertake performance review on an annual basis.

On the first anniversary of appointment and biennially thereafter, or at another mutually agreed time, consultation will occur between the employer and the employee to ensure that the position information document is accurate and conforms with the classification levels set out in the SA Catholic Schools Enterprise Agreement.

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| SIGNED (Principal or Delegate) |  | Date: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |

# EMPLOYEE ACCEPTANCE STATEMENT

I accept the above appointment as Receptionist and confirm that I am fit and able to perform the requirements of the position.

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| SIGNED: (Employee) |  | Date: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |

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| ROLE OF REVIEW DATE: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |
| PERFORMANCE REVIEW DATE: | \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ |