



# YIRARA COLLEGE

## POSITION DESCRIPTION & PERSON SPECIFICATION

<b>College Sector:</b>	Administration
<b>Position Title:</b>	Receptionist
<b>Position Code:</b>	PD SSAD02
<b>Position Classification:</b>	Lutheran Schools Administration (Grade 3)
<b>Tenure:</b>	Continuing

### POSITION DESCRIPTION

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#### Summary of the broad purpose of the job in relation to the College's goals.

(Expected outcomes and how they are achieved.)

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The primary function within the Receptionist's role is in being the first point of contact for Yirara College; managing incoming phone calls, and walk-in traffic. The Receptionist is required to warmly and enthusiastically meet and greet visitors entering and/or phoning the office.

The vast majority of contacts will need to be redirected to other Yirara College staff and it is the responsibility of the Receptionist to ensure that the appropriate staff are made aware of the person(s) in waiting or take the details of the enquiry to pass on at the earliest opportunity.

Additionally, the Receptionist provides varying levels of administrative support to other staff within Yirara College. This may include specific support to the Senior Executive and Executive Assistant and general support to other staff in Support Services, Education and Ministry & Care areas.

The Receptionist is required to demonstrate integrity, a high level of interpersonal skills and to effectively contribute to maintaining a professional standard within Yirara College's workplace through their application of high quality work ethics, presentation, verbal and written communications. This includes having a capacity to work effectively under pressure whilst also reprioritising workloads to achieve required outcomes. It is expected that the work practices of the Receptionist can easily be recognised as contributing to the outworking of Yirara's Vision, College Creed and Core Values.

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#### Reporting / Working Relationships

(To whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the College.)

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The immediate report for the Receptionist is the Finance Manager however the incumbent may also receive tasking from members of the Senior Executive, which may include the reasonable delegation of tasks from the Executive Assistant. Yirara College utilises the services of subcontractors, external service providers, suppliers and other professionals in the delivery of its services and it is expected that the Receptionist will work with them in a support capacity as required.

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#### Special Conditions

There are no special conditions relating to the Receptionist's role.

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#### Extent of Authority

The Receptionist has authority as delegated through the Finance Manager and/or Senior Executive.

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## POSITION DESCRIPTION

### Statement of Key Outcomes & Associated Activities

(Grouped into the Key Result Areas (KRAs), and as major areas of responsibility and activity.)

Separate KRAs have been identified to encompass the major areas of responsibility and activity for the role of Receptionist as follows:

#### College Community & Future

##### Reception

##### Administration Support

The responsibilities of the Receptionist in each KRA include:

#### College Community & Future (Christian Ethos, College Life & Future)

- Reflecting the Christian ethos of the College in a professional and compassionate capacity.
- Actively engaging with the College Vision and Strategic Plan.
- Undertaking a personal commitment to the Staff Engagement Charter, outworking its elements in a manner of integrity, accountability and responsibility.
- Appreciating and respecting the Core Values of the College, practising them in daily College life.
- Actively participating in College events.

#### Reception (Meet & Greet, Contact Management, Vehicle Bookings, Promotional Displays)

- Ensuring that the Reception space (including Entry, Waiting area, Reception counter, and personal work space) is welcoming, clean and in a state of preparedness to receive visitors.
- Managing promotional material for display in the Entry, Reception and Waiting areas.
- Meeting and greeting visitors in a consistent, respectful and professional manner.
- Ensuring that visitors register themselves in the Visitors book, are provided with a Visitors Badge, and (where appropriate) have a Yirara staff member accompany them within the College property
- Ensuring that staff leaving the property sign themselves out and back in using the relevant register.
- Managing incoming phone calls, forwarding them to the appropriate staff member and where necessary, taking a message and utilising the relevant resource to pass on that message in a timely manner and appropriate format.
- Managing the bookings and provision of Yirara fleet vehicles to staff, including the return of vehicles, keys, folders, fuel cards and receipts during office hours
- Ensuring that all deliveries are signed for and forwarded to the appropriate staff member in a timely manner.
- Opening, distributing and, where appropriate, dealing with mail, general emails and faxes.
- Assisting with functions/conferences.
- Processing, ordering and distributing end of term stationery orders for Academic and Boarding Staff.
- Management of Staff Common Rooms and Kitchen including collecting and ordering of supplies, daily cleaning of the coffee machine, and organising necessary service calls for the coffee machine.

#### Administration Support (Data Entry, Word Processing, Photocopying, Filing, Collating, Mail Outs)

- Providing Administrative support to the Senior Executive, Executive Assistant and staff in Support Services, Education and Ministry & Care areas as required.
- Entering data into databases as required.
- Photocopying, printing documents, binding and preparing for distribution.
- Word processing, formatting of documents and proof reading as required.
- Filing of documents as required.

## COLLEGE DIRECTION & VALUES

### Our Vision

As a Lutheran College that reflects the message of Christ with passion and commitment, staff and students journey with each other in authentic learning through inspired delivery; are challenged to discover and develop their gifts and abilities whilst also discovering God's masterpiece in themselves within a place that is conducive to safe, respectful, encouraging and uplifting living.

### Our College Creed

How we live and learn at Yirara as *'One Family – God's Family'*

We love, respect and serve God, others and ourselves by:

<b>Working together</b>	(Cooperation)
<b>Looking after each other</b>	(Empathy)
<b>Acting safely</b>	(Responsibility)
<b>Making it right (when things go wrong)</b>	(Restoration)

*"Do to others as you would have them do to you."*

### Our Core Values Statement

At Yirara we:

- live the message of God's love and salvation;
- accept and affirm each individual as loved of God;
- create a safe, inclusive and meaningful learning environment;
- empower individuals as lifelong learners; and
- value partnership with families.

## STAFF ENGAGEMENT CHARTER

At Yirara College all staff are asked to participate in the life of the College in a spirit of unity and commitment to the processes and wider vision of the College. Without this commitment a culture of individualism and division will ultimately arise in which the capacity of the College to operate in a unified manner and provide the desired education for its students is compromised.

To ensure that all staff engage in a manner that is consistent with the values and objectives of Yirara College, all staff are required to agree to and abide by the Staff Engagement Charter.

### Staff Engagement Charter

1. I understand the contents of this Charter and the commitment I make by signing it.
2. I agree to:
  - a) live the message of God's love and salvation
  - b) subscribe to the Vision and Core Values of the College
  - c) actively promote the College Creed
  - d) work towards successful implementation of the College Strategic Plan
  - e) treat others with dignity, and provide encouragement and support for those around me
  - f) journey with other staff and students in a spirit of unity
  - g) contribute to and engage positively in an environment of authentic learning
  - h) be objective and positive in my contribution to change within the College environment
  - i) uphold and follow the policies and procedures of the College
  - j) respect leadership within the College

## Agreement

**I agree to abide by the Staff Engagement Charter.**

\_\_\_\_\_  
Staff Member(Print Name)

\_\_\_\_\_  
(Signature)

Date:

## PERSON SPECIFICATION

### 1. Educational / Vocational Qualifications

- Current Working with Children Clearance (Ochre Card) and current Criminal History Check
- Hold or be willing to gain accreditation as required by Lutheran Education Australia

### 2. Personal Skills, Abilities & Aptitude

#### Skills

- Demonstrated effective skills in;
  - Supporting management and leadership, working cooperatively and collaboratively.
  - Interpersonal relations, verbal and written communications, delegation and negotiation.
  - Accurate and efficient typing with a minimum speed of 50wpm and 95% accuracy.
  - Organisational and time management skills including the ability to cope with high volumes of work, changing priorities, meeting critical deadlines, and problem solving.
  - High level skills in Microsoft Office software.
- Capacity to successfully operate a multi-line phone system.

#### Abilities

- Organise and set priorities for various activities while meeting required deadlines.
- Work cohesively in a team environment as well as working autonomously where required.
- Take an objective approach to challenges and effectively use initiative.
- Have an attention to detail so that little or no rework is required.
- To use diplomacy, discretion and tact as required in a professional work environment.
- To operate with the strictest of confidence.
- Be a good listener and be able to transfer information accurately and effectively.
- To achieve objectives of meeting specified Key Performance Indicator (KPI) targets.
- Demonstrate empathy and respect for Indigenous people and their culture.

#### Aptitude

- Actively participate in the spiritual life of the College community and acting consistently with the core values of the College.
- Be committed to advancing the wellbeing and prospects of Indigenous youth.
- Be committed to promoting student learning and working relationally with students and staff.
- Be willing to engage with, listen to and learn from Indigenous students and their families.
- Be a lifelong learner and willingly seek and accept guidance and advice.
- Demonstrate integrity, enthusiasm, patience, maturity, a non-judgemental attitude and flexibility in work practices.

### 3. Experience

- Preference is for previous experience in working with Indigenous students in an educational environment.
- First Aid Certificate (preferred).
- NT Drivers licence.

### 4. Knowledge

- An appreciation of Aboriginal cultural diversities.
- Understanding of and/or openness to understanding the differences between traditional Indigenous worldviews and mainstream thinking.

## PERSON SPECIFICATION

### 5. Evaluation Factors

The position of Receptionist carries a Classification Level of Lutheran Schools Administration Grade 3. In accordance with the *Lutheran Schools NT Enterprise Agreement 2012*, the Evaluation Factors at this Classification Level are:

#### Supervision & Direction

- Receives little direct supervision and generally is responsible to a higher grade General Staff member or teacher.
- Receives direction covering the broader technical aspects of the work; subject to occasional checks to ensure satisfactory progress.

#### Use of Knowledge

- Demonstrates a broad knowledge base incorporating a range of theoretical concepts.
- Technically competent and well experienced.
- Undertakes enquiries to clarify technical requirements.
- Contributes to development of Operational policy.

#### Use of Skills & Problem Solving

- Applies solutions to a range of problems.
- Analyses and plans approaches to technical problems or management requirements.

#### Control, Authority & Decision-Making

- Identifies and applies skills and knowledge in some depth to most matters.
- May be required to operate within a budget.

#### Judgment

- Locates, analyses and evaluates information from a variety of sources.

#### Responsibility & Accountability; Responsibility for Others

- Takes responsibility for own outcomes in relation to specified quality standards.
- May be expected to take significant initiative and responsibility.
- May take responsibility for the quantity and quality work of others.

### 6. Performance Standards & Review

An annual Performance Review is undertaken with the Director of Business Operations to determine capacity to meet the demands of the role, where additional skill training is required, and what level of satisfaction is being obtained. The basis of the Performance Review is utilising the Key Performance Indicators (KPIs) identified in Appendix A.

Position Description & Person Specification is Approved

Principal (Print Name)

(Signature)

Date:

Agreed by Employee

(Print Name)

(Signature)

Date:

## PERFORMANCE MANAGEMENT (Appendix A)

In relation to setting goals and managing performance, Key Performance Indicators (KPIs) are put in place within each Key Result Area (KRA) so that effort can be measured and performance rewarded.

<b>College Community &amp; Future KPIs</b>
Actively participates in the spiritual life of the College and sets an example of Christian living.
Actively engages with the College Vision and Strategic Plan.
Supports and promotes the College Creed and Core Values.

<b>Reception KPIs</b>
The Reception space is maintained to a consistently high standard with appropriate promotional material on display.
All visitors are greeted professionally, complete the Visitor Registration book, are provided with a badge and handed to the staff member.
Staff utilise the relevant register for signing in and out of the College.
All incoming phone calls are managed professionally and messages are promptly forwarded to the relevant staff member.
Vehicle bookings are managed efficiently

<b>Administration Support KPIs</b>
Administrative support is provided as required and in a professional capacity.
Word processing is accurate and resulting documents are to the standard required.
Filing is managed through a structured process and in an efficient manner.
All data is entered in with 100% accuracy.