



# Position Description

## Receptionist/Academic Support Officer

**OMNIA SUPERAT DILIGENTIA**  
DILIGENCE OVERCOMES ALL  
OUR SCHOOL MOTTO SINCE 1892

### *Our Focus*

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Confident, well-educated

### *Our Vision*

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Ipswich Girls' Grammar School inspires girls to become confident, well-educated young women. Ipswich Junior Grammar School nurtures young learners to become future leaders.

### *Our Mission*

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Shaped by our proud history and traditions and focused on academic excellence, our school aims to provide a personalised, holistic education by expert staff in engaging learning environments.

### *Our Aspiration*

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By 2022, our school aims to be an outstanding\* school known for its holistic education and students' excellent academic outcomes with an enrolment in excess of 1000 students from Early Learning to Year 12.

(\*Outstanding - as defined by the National School Improvement Tool)

### *Our Values*

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- **Diligence** - Staying focused until the job is done.
- **Excellence** - Striving to achieve the highest standards possible.
- **Respect** - Acknowledging the worth of every person and what matters to each one.
- **Integrity** - Constantly demonstrating high moral and ethical standards.
- **Care** - Attending with kindness, compassion and sensitivity to the needs of others.

### *Our Growth Strategy*

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To further improve educational outcomes, increase enrolment and non-enrolment revenue and contain costs without compromising the quality of education.

### *Location*

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Address: 82 Chermside Road  
EAST IPSWICH QLD 4305

Telephone: +61 7 3454 4447

Facsimile: +61 7 3454 4480

Email: [principal@girlsgrammar.com.au](mailto:principal@girlsgrammar.com.au)

Website: <http://www.girlsgrammar.com.au>

| <b>THE ROLE</b>        |  |
|------------------------|--|
| <b>Position Title:</b> | Receptionist/Academic Support Officer - Co-Curricular Arts   |
| <b>Reports to:</b>     | Deputy Principal/Director Co-Curricular Arts   |
| <b>Classification:</b> | School Officer Level 3 - Ipswich Girls' Grammar School Including Ipswich Junior Grammar School Enterprise Agreement 2018 |
| <b>Hours:</b>          | Full-time, term-time plus 2 weeks  |

### *Typical Duties/Skills*

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- Carry out a wide range of secretarial and clerical duties at an advanced level including: typing, word processing, and maintaining manual and computerised records;
- Handle administration enquires from staff/students/parents/public;
- Assist with preparation of internal and external publications;
- Provide administrative support to senior management. Arrange appointments and diaries and prepare confidential and general correspondence;
- Produce display and publicity materials.

### *Your Opportunity*

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The Receptionist role exists to manage and direct:

- all telephone communications and visitors to the School in a courteous and professional manner
- specific student related administrative activities.

The Academic Support Officer role exists to provide day to day clerical support to the Co-Curricular Arts Department.

### *Your Role*

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#### **RECEPTIONIST**

- Liaise with Senior Receptionist
- Act as first point of contact for telephone calls and visitors to the School
- Greeting visitors in a courteous and professional manner
- Maintain a professional level of communication when handling difficult telephone calls and visitors and execute appropriate communication skills in all situations
- Manage the Visitors Register
- Operate the switchboard answering incoming telephone calls to determine the nature of the call and direct the inquiry to the appropriate staff member's extension/voicemail
- Set the Switchboard into the various unattended modes as appropriate to the situation, e.g. after hours, non-term time switch to Business Services Office, etc
- Transfer and record all data/messages from voicemail, before directing inquiries and messages to the appropriate individual or department
- Manage the issue of the School's pool of general mobile phones for excursion and camp use
- Manage Key Register for keys located at Reception
- Take inquiries from staff members, parents, students and the general public and refer all inquiries to the appropriate staff member or area of the School
- Record inquiries from prospective parents, when the Enrolments Registrar is not available before referring details to the Enrolments Registrar
- Make contact with the Emergency Authorities in the case of a school emergency, under the direction of the Principal or Workplace Health and Safety Officer
- Co-ordinate communications as required during emergency evacuation procedures in accordance with the School's Emergency Evacuation Procedure
- Use the PA system to announce general messages or to seek students to collect messages from parents
- Provide general administration support as required while working at Reception, where possible

## Student Services

- Manage parent contact process relating to student absentees if required
- Maintain lists of students participating in excursions and camps. Handle all telephone calls related to excursions and camps and contact parents, where necessary
- Manage situations pertaining to students who have missed their bus or failed to attend the Out of School Hours Care facility

## General Duties

- Maintain a duty of care to students in the Junior, Middle and Senior Schools during Reception opening hours
- Maintain a safe working environment within the Reception Area and request rectification of hazards as required on a timely basis
- Maintain a register of staff cars
- Entering students into the School Roll Book for archival purposes
- Managing RSVPs for school functions
- Monitoring school mail deliveries and dispatches, including receiving mail and deliveries and distributing to the appropriate departments
- Provide additional support to administration staff during busy periods such as reporting and mail outs to parents
- Organising flowers and gifts for school functions and staff members
- Any other duties as you may reasonably be required to undertake

## ACADEMIC SUPPORT OFFICER - CO-CURRICULAR ARTS

- Undertake general office administration including typing, photocopying, binding, filing, emailing, record keeping and labelling
- Maintenance of a range of databases - photos, certificates, student records, permission slips, ensembles, hire scheme, instrument databases, staff records
- Merge letters and coordinate mail outs, placement in class rolls and on Parent Lounge
- Co-ordinate transport requirements, particularly buses for performances, etc
- Participate and contribute to the overall development of the department
- Assist the relevant coordinator for organisation of all co-curricular performances, presentations, etc
- Assist in producing co-curricular fliers, posters and programs
- Maintaining guest lists and organising invitations to co-curricular events
- Maintenance of the School's Instrumental/Choral Repertoire as directed by the Director of Co-Curricular Arts (ordering, copying, collating, etc)
- Assist in communicating important information to all music and dance instructors on a regular basis

## *Competency Required*

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Competency at this level involves application of knowledge with depth in some areas and a broad range of skills:

- There is a range of roles and tasks in a variety of contexts;
- There is some complexity in the extent and choice of actions required;
- Competencies are normally used within routines, methods and procedures; and
- Some discretion and judgement is involved in selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

## Essential Competencies

- Excellent communication skills
- Experienced in dealing with a wide range of people in a friendly and courteous manner
- Dependable, committed and enthusiastic
- Flexible and able to work various shifts as necessary and be able to fill in as needed
- Able to work in a team environment but also be able to work independently
- Proficiency in the Microsoft Office suite of software (Word, Publisher, Excel, PowerPoint, Outlook)
- Accurate keyboard skills (word processing, data entry)
- Basic database management
- Confidence using standard office equipment
- Excellent interpersonal communication and team participation skills
- Sound written communication skills, including correct use of spoken and written English
- Ability to prioritise workloads and meet deadlines
- Ability to maintain confidentiality

### **Desirable attributes**

- Organisational competency, including multi-tasking
- Professional presentation and manner
- Ability to maintain/respect confidentiality
- Knowledge of TASSWeb advantageous but not essential
- Willingness to support the School's aims, values and activities
- Basic music literacy/knowledge

Applicant must be the holder of, or obtain, a Working with Children Suitability Card (Blue Card).

### *Formal Qualifications*

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Satisfactory completion of Year 10 or equivalent qualifications is the minimum formal qualification. No experience is required.

### *Selection Criteria*

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Within the context of the duties described above, the ideal applicant will be someone who has:

1. Knowledge of or ability to learn quickly the procedures and practices of a school, use and maintenance of resources and school policies.
2. Willingness to undertake specific training as necessary.
3. Basic understanding of occupational health and safety, equal employment opportunity and anti-discriminatory practices and behaviour as applied in a work environment.
4. Knowledge, skills and ability to work as a School Officer in a responsible way.
5. Demonstrated sound personal qualities of tact, reliability and an ability to work with others both individually and as a member of a team.