

ROLE DESCRIPTION – SAMFORD VALLEY STEINER SCHOOL

POSITION DETAILS	Position Title	Receptionist
	Area	Whole school
	Position Reports to	Business Administrator
	Role Location	Brisbane (Samford)
	Key Role Relationships	Director Education Administrators All Staff, whole school community (staff, parents, students, interested and active parties)

ROLE CONTEXT	<p>The Samford Valley Steiner School (SVSS) was established in 1987 and has experienced considerable growth over the past few years, with a High School operating since 2006. This growth has included significant capital works, an increase in both students and staff.</p> <p>The School operates from a well-established and strong base in Anthroposophy which permeates all aspects of school functioning. Administration roles play a crucial part in ensuring that daily operations run smoothly and effectively, thus freeing the teaching staff to deliver a holistic Steiner curriculum to students. As such, the School requires capable, organised and efficient administrative staff who are responsive to a continual range of demands and needs from both internal and external sources.</p>
ROLE PURPOSE	<p>The Receptionist works collaboratively with the administrative team to provide a quality service in response to both internal and external queries and needs, enhancing the image, professionalism and reputation of the School.</p> <p>This role is the first point of contact for enquiries to the School, necessitating quality communications and reception activities. In addition, the Receptionist manages many student, parent and staff requests for assistance, requiring a calm and efficient approach to the varying demands in order to achieve all necessary tasks.</p>

Reception Duties

Provide a courteous and friendly telephone, email and reception service to all callers and visitors, ensuring that the appropriate staff member receives the information as required, which contributes to the smooth running of the School and enhances the School's professional image.

Act as the first point of contact for both internal and external general enquiries and requests for assistance, maintaining appropriate confidentiality and either responding or directing these to other staff members as appropriate, so that timely and relevant responses are provided.

Administrative Support

Provide administrative support to the administrative team as required, including general assistance, making appointments and producing reports and correspondence, to contribute to the effectiveness of the administrative team.

Undertake general administrative and support duties as required which contribute to the smooth and effective daily operations of the whole School, including coordinating school tours, travel bookings and associated transport, organising annual school photos, and making room bookings as well as distributing information to staff and community as required.

Provide general administrative services within the Front Office to ensure that all ongoing operational outcomes are met.

Enrolment Support

Provide support to the Enrolments Officer as required, including general assistance and data entry.

Office Management

Ensure that the Front Office is well presented and runs efficiently and effectively, through adequate maintenance of equipment and resources.

Student Management

Establish and maintain accurate and confidential student and family records to assist in the effective and timely management of student needs throughout the School year.

Undertake all necessary activities to maintain the central student/parent database.

Assist with the distribution of student reports each Semester

First Aid and Emergency

Ensure that any accidents or illnesses are managed promptly and effectively and that such action is appropriately documented, including provision of First Aid, requesting emergency assistance and notification of parents/guardians as required, as part of the strong ethos of duty of care at the School.

It is a prerequisite that this position holds an up to date First Aid and CPR certificates.

General

In consultation and collaboration with the admin team, proactively identify, develop and implement systems and processes which will improve current administrative practices and ensure a smoother and more effective delivery of Steiner education to students.

Duty of Care

Ensure the good physical and mental health and safety of children at the School through maintaining a thorough understanding of School policies and procedures (including the Well Being Policy), as well as knowledge of and compliance with emergency and accident procedures, undertaking all actions necessary and holding a conscious awareness of real and potential safety concerns.

Approval:**Front Desk/ Receptionist:**

Name: _____

Signature: _____

Date: _____

Business Administrator:

Name: _____

Signature: _____ Date: _____

**Received
By HR/
Admin:**

Signature: _____

Date: _____