

JUNIOR SCHOOL RECEPTIONIST (RAYMOND HOUSE)

POSITION DESCRIPTION

REPORTS TO	Head of Junior School
DIRECT REPORTS	Nil
KEY RELATIONSHIPS	Director of Human Resources and Workforce Strategy Deputy Heads of Junior School Personal Assistant to Head of Junior School - Raymond House Raymond House Students Raymond House Teaching Staff Parents
PURPOSE	The Junior School Receptionist (Raymond House) is the first point of contact for students, parents, staff and visitors to Raymond House. The role provides professional reception, administrative and first aid support. The position assists to ensure the efficient operation of the Raymond House office while contributing to a safe, welcoming and responsive environment that supports student wellbeing, parent engagement and the effective delivery of educational programs.
ENVIRONMENT	This position is fixed term part time 0.4FTE, term time only. Commencing 5 October 2026 and concluding 10 September 2027. The days and hours of work are Thursday and Friday 8.00am to 4.06pm which are worked onsite at Lowther Hall. This position is classified under the Educational Services (Schools) General Staff Award, School Administration Services Grade 3

KEY AREAS OF RESPONSIBILITY

Reception and Customer Service

- Act as the first point of contact for parents, students, staff and visitors to Raymond House.
- Manage incoming enquiries, telephone calls, emails and visitor requests professionally and efficiently.
- Provide accurate information and assistance while maintaining a welcoming and service-oriented environment.
- Maintain confidentiality of student, parent and staff information and ensure compliance with privacy legislation and School policies.
- Assist with emergency management procedures including student sign-in/sign-out processes, emergency evacuations and lockdown procedures.

Risk, Compliance and Child Safety

- Demonstrate an active commitment to the safety, wellbeing and inclusion of all children.
- Comply with Child Safe Standards, mandatory reporting obligations and School policies.
- Support an environment that promotes the participation and inclusion of children from diverse backgrounds and abilities.
- Maintain confidentiality and privacy of student, family and staff information.
- Comply with all Occupational Health and Safety requirements and contribute to a safe workplace.
- Participate in emergency management, evacuation and lockdown procedures as required.

Student Attendance and Administration

- Manage student attendance, absence notifications and related record keeping.
- Maintain accurate student information and administrative records.
- Support data entry and reporting requirements as required.
- Maintain records required by relevant education, child safety and regulatory authorities
- Ensure all student, family and School records are maintained accurately and securely in accordance with School policies, privacy requirements and regulatory obligations.
- Provide administrative support to the Head of Junior School and Personal Assistant as required.

Student Health and First Aid

- Assess the first aid requirements for students within the scope of qualifications and School procedures.
- Escalate serious medical concerns to the School Nurse, Health Centre staff and parents as required.
- Work collaboratively with the School Nurse and Health Centre to support student health needs.
- Provide meal break coverage and administrative support to the Health Centre as required.

4. Junior School Operations and Events

- Support the administration and coordination of Junior School events, excursions and activities.
- Assist with the management and monitoring of Consent2Go and other relevant administration systems.
- Exercise judgement within established procedures and refer complex, sensitive or high-risk matters to the Head of Junior School, School Nurse or relevant leadership staff.

Collaboration and Operational Support

- Contribute positively to the administration team and support colleagues across the School.

- Provide administration support to Raymond House and other areas of the School as required.
- Undertake additional duties consistent with the classification of the role as directed by the Head of Junior School.

VALUES AND BEHAVIOURS

Category	Expected behaviours
Values	Demonstrates personal integrity and strong work ethic Behaviour demonstrates a team approach Is open to new ideas and opportunities
Communication	Communicates effectively, especially with adults
School standards	Always focused on the needs of the School Always respectful of others Adds value to the team and the School Complies with all school policies
Business outcomes	Looks ahead and anticipates new directions Understands how teams work and utilises the skills of team members
Productivity	Self driven and displays personal effectiveness Manages stressful situations well Displays sound problem solving and decision making skills Possesses technical skills required to be proficient in the role Shows critical reflection on own work
Continuous improvement	Reviews performance data to identify areas for improvement Considers the bigger picture when thinking about a problem Understands and adjusts to change
Planning	Demonstrates organisational skills Develops project plans with clear process and outcome

TECHNICAL KNOWLEDGE AND JOB SPECIFIC SKILLS

- An understanding of and commitment to the values, ethos and strategic direction of Lowther Hall Anglican Grammar School.
- Demonstrated proficiency in Microsoft Office Suite including Outlook, Word and Excel.
- Experience using student management databases and electronic attendance systems.
- Ability to maintain accurate records and manage confidential information in accordance with privacy requirements.

- Strong administrative and organisational skills with high levels of accuracy and attention to detail.
- Ability to use and maintain electronic compliance systems including student attendance, first aid records and excursion management platforms.
- A current and appropriate WWC registration
- An understanding of child safe standards
- Current Level 2 First Aid and CPR Certificate – with a commitment to on-going training
- Current National Criminal History Record Check
- Current anaphylaxis management qualification
- Current asthma management qualification

PERSONAL ATTRIBUTES

- Sound judgement with regards to people and situations
- Professional discretion and confidentiality.
- Calm and resilient approach when managing student health incidents and parent enquiries.
- Strong relationship-building skills.
- Commitment to continuous improvement and high-quality customer service
- Willingness to support the school values
- Organisation and attention to detail
- Time management and prioritising ability
- Initiative and resourcefulness
- Outcomes focus
- Team orientation
- Kind, friendly and supportive to parents, staff and students
- Decision making within level of authority
- Flexibility and 'can do' attitude

POSITION ACCEPTANCE

I accept the position description as stated above, and that it may need amending and updating periodically due to changes in responsibilities and organisational requirements. I will endeavour to model the values and behaviours of the school and follow all policies and procedures.

Incumbent Name

Incumbent Signature

Date

