



Role Description

PA to the Head of Joigny and PA to the Director of Mission

Joigny Receptionist

Introduction:

In our Sacred Heart school there has been a long tradition of particular care for every student. It is the policy of Sacré Cœur to live out the values that reflect its Sacred Heart tradition. These values are embodied in the Goals of Sacred Heart education, which are:

1. A personal and active faith in God
2. A deep respect for intellectual values
3. The building of community as Christian value
4. A social awareness that impels to action
5. Personal growth in an atmosphere of wise freedom

Sacré Cœur places an emphasis on serious study and academic excellence. The curriculum is designed to engender the integral development of pupils, encouraging physical, intellectual, moral, creative and spiritual growth in a supportive and co-operative learning environment.

Responsible to:

The Principal, through the Head of Joigny.

Role Overview:

The Junior School Receptionist and Personal Assistant to the Head of Joigny acts as the primary point of contact for all student, parents/caregivers and general public enquiries, as well as providing administrative support to the Head of Joigny and Director of Mission.

The person in this role must maintain high levels of confidentiality and discretion at all times and have exemplary customer service skills.

Key Responsibilities:

Administrative support to the Head of Joigny, including but not limited to:

- Managing the diary of Head of Joigny
- Compiling, proofreading and sending correspondence for the Junior School
- Constructing and formatting documents and reports and preparing materials for meetings
- Assisting with preparation for student programs, events and assemblies including catering bookings, laminating, booklet production, set up requests, management of TryBooking
- Planning, organising and managing events and meetings as required

- Preparation, collation and production of materials/certificates for student awards
- Maintenance of Joigny Planning Calendar
- Maintenance and update of the school database as required including assigning new students to Houses
- Managing new student documentation such as immunization certificates, transition forms, school reports and disseminating information to relevant staff
- Assisting with organisation of Parent/Teacher Interviews
- Communicating with duty teachers if extreme weather roster is being enacted
- Maintaining and overseeing Child Safety and Volunteer Register for Joigny parent helpers
- Other duties as directed by the Principal

Administrative support for the Director of Mission, including but not limited to:

- Proofreading of material for whole school celebrations (eg Mass and Carols)
- Photocopying of whole school large event/celebration
- Administrative support for retreats and reflection days, including input of data into venue data bases
- Administrative support for Reflection Days, Sacred Heart Days and Justice Action initiatives (eg Shoes for Samar)

Joigny Reception, including but not limited to:

Communication Management

Receive and triage all incoming calls and emails ensuring that

- queries are dealt with in a polite and timely manner
- enquiries are filtered and directed appropriately
- correct information is provided
- messages are taken and delivered accurately

Visitor Management

- Greet visitors appropriately and determine visitor needs in a professional manner
- Receive enquiries and provide first level of response to requests for information and complaints
- Be mindful of security and movement and be aware of and report suspicious activity

Student Management

- Enter all data pertaining to absences, follow up incomplete rolls and missing students
- Proactively contact all parents and guardians of 'non-reported' absences
- Assist students, especially younger ones, to sign in if late to school
- Locate students if they need to be collected early, and sign them out or assist them to sign out if needed

- Walk students to Main Reception if required
- Assist students if they have forgotten their lunch, including calling parents/ care givers if the Canteen advises that an item ordered is unavailable and contacting parents via phone and email should a lunch need to be provided by the Canteen
- Locate students/check timetable if a student has not attended their Music lesson
- Assist students to locate their class if they return from their Music/Speech lesson and the class is not in the classroom
- Issue Health Centre cards to students (if required) prior to going to the Health Centre from the yard
- Locate students if their parent/caregiver calls to indicate that they will be late to pick up
- Maintain a record of after school care students and oversee the handover of students to the after-school care representative
- Locate students for after school care/activities
- Maintain a centralised list of students enrolled in Co-curricular programs that operate after school
- Act as the distribution point for Epipens and asthma medication (medibags)
- Take the medibag to the student upon alert
- Act as an Emergency Warden as per the School's emergency plan

General Expectations:

Professional Development

Attend staff meetings, whole School professional learning days, relevant workshops, courses and conferences as agreed by the Principal.

Internal Relationships

Apart from Head of Joigny and Director of Mission, primary relationships for the position are:

- Principal
- Assistant Head of Joigny
- Teaching Staff
- Students
- Finance
- Property Maintenance

External Relationships

- Suppliers
- After School Care and external Co-curricular program providers
- Other Schools

Key Selection Criteria:

Qualifications and Experience

- Completion of a relevant Diploma/Certificate IV *and* appropriate work-related experience.
- Experience in a School setting preferred but not essential.

Knowledge, Experience and Skills

- Experience in database management with programs such as Synergetic
- Outstanding knowledge of Microsoft Office Suite especially Word and Excel (mail merge; labels etc), Google Suite, Trybooking, Survey Monkey
- A strong background in front of house / customer service
- Outstanding interpersonal skills and the ability to develop and maintain excellent relationships with members of the School community and members of the public
- Exceptional written and verbal communication skills including presentation skills
- Experience in delivering innovation and continuous improvement
- Upholds confidentiality, privacy principles and fulfils duties with the utmost of discretion
- Strong and reliable attention to detail
- Ability to work independently, to exercise initiative and possess a high level of self-motivation
- Reliable, organised, efficient and ability to multi-task and work under pressure
- Ability to develop and maintain positive working relationships with staff, students and parents
- Contribution to a child-safe environment, familiarity with and compliance with the School's child-safe policy and code of conduct, and any other policies or procedures relating to child safety
- First Aid Certificate *or ability to obtain*
- Current Employee Working With Children Check *or ability to obtain*
- Current National Police Check *or ability to obtain*

Personal Requirements and Competencies | All Staff

- Alignment with School values
- Understanding of the traditions and spirituality of a Sacred Heart (RSCJ) school and ability to confidently articulate these
- High level of professional personal presentation
- Professional, warm, positive and welcoming presence
- Capacity to maintain high levels of confidentiality
- Enthusiastic and highly motivated to contribute

- Operates effectively in a team environment, maintains high work standards with minimal supervision and high attention to detail
- Flexible and operations effectively in a changing environment

Child Safety | All Staff:

Sacré Cœur is committed to the safety, wellbeing and inclusion of all our students.

The School has zero tolerance for child abuse and is committed to the protection of all children from all forms of child abuse.

Particular attention is paid to the most vulnerable children (Aboriginal and Torres Strait Islander, culturally and/or linguistically diverse backgrounds and children with a disability). In this context, Sacré Cœur implements a regular and comprehensive Child Safety and Protection program across the entire Sacré Cœur community.

All staff at Sacré Cœur take an active role, and are well-informed of their obligations, in relation to Child Safety under Ministerial Order No. 1359 Child Safe Standards – managing the risk of child abuse in schools. Employment at Sacré Cœur is subject to school policies including the Child Safety Policy, Child Safety Code of Conduct and Child Protection – Reporting Obligations Policy, being read, understood and adhered to by being proactive in reporting any concerns or identified risk. Where students are under staff care, there is an obligation to take all practical steps to protect students where a risk to students' safety has been identified.

Terms and Conditions:

This is full time ongoing position | ESC Level 3 Subdivision *dependent upon experience*. This role attracts seven weeks of school holidays and works one week of each term break.

The PA to the Head of Joigny and PA to Director of Mission | Joigny Receptionist will be employed under the terms and conditions of the Victorian Catholic Education Multi Employer Agreement 2018 (and subsequent Agreements).

- Commencement date Wednesday 18 January 2023 or earlier by negotiation
- Onsite parking | close to public transport | onsite gym
- Salary Sacrifice options (such as Superannuation) are available as approved by the Principal or their nominated delegate.

VERSION | 1 December 2022 CURRENT