



Pymble Ladies' College

POSITION DESCRIPTION

Title: Administrative Assistant – Junior School

Reports to: Head of Junior School

POSITION SUMMARY

The position is an administrative position in the provision of high-quality information and support to facilitate the achievement of organisational goals. The Head of Junior School will allocate tasks and functions appropriate to the daily, short and long range administrative needs of the College.

ROLE RESPONSIBILITIES

1. Management of the Junior School Reception Telephone

- 1.1 Ensure that processes for responding to calls and follow through are effective and meet the needs of the caller.
- 1.2 Develop mechanisms for the delivery of phone messages to teachers when they are unavailable ensuring that the message is delivered effectively and in a timely manner.
- 1.3 Manage all enquiries with diligence and through to next point of contact, referring all enquiries for the Head and Deputy Head of Junior School to the PA to Head and Deputy Head of Junior School.
- 1.4 Develop communication and operational manuals to ensure services will be maintained when other staff members relieve in the role.
- 1.5 Issue messages received from parents to students as required and follow up as necessary.
- 1.6 Listen to the messages on the absentee line and record into the roll call system.

2. Management of Reception

- 2.1 Ensure that the Reception area is maintained and presented in a professional and appropriate style.
- 2.2 Provide exceptional customer service to all who visit the Junior School.

- 2.3 Support the needs of the Head and Deputy Head of Junior School for Reception assistance for special occasions and needs when requested.
- 2.4 Interact with all members of the community and all external visitors in a manner that reflects a high degree of professionalism, sensitivity and care.
- 2.5 Provide timely, current and accurate information in relation to College events.
- 2.6 Ensure that communications and follow through for enquiries is provided to staff in an efficient and helpful manner.
- 2.7 Notify Administrative Assistant to Head and Deputy Head of Junior School when people arriving for appointments with the Head and Deputy Head of Junior School arrive.
- 2.8 Attend to sick and injured students, and phone parents where necessary.
- 2.9 Co-ordinate lost property return and distribution.

3. Record Keeping and Administrative Duties

- 3.1 Develop clear processes for recording information to ensure accuracy and timely delivery of communication throughout the College.
- 3.2 Initiate checking mechanisms to ensure receipt of information.
- 3.3 Ensure that the processes for emergency procedures are clearly understood and can be implemented effectively.
- 3.4 Maintain a log of visitors as a component of reception duties.
- 3.5 Record staff absences on a daily basis.
- 3.6 Maintain up to date records of casual teachers.
- 3.7 Make bookings for rooms as required for Junior School staff.
- 3.8 Take bookings for students in After School Care.
- 3.9 Maintain class lists to ensure they are up to date.
- 3.10 Co-ordinate NAPLAN testing (i.e. secure storage of test papers, distribution to each teacher etc.).
- 3.11 Record all injuries/illnesses as students present to Reception.
- 3.12 Assist with input and editing of Student reports at the end of each Semester.

- 3.13 Print evacuation lists and provide Head of Junior School with walkie talkie etc.
- 3.14 Filing of non-confidential documents.
- 3.15 Co-ordinate school photograph on an annual basis.

4. Event Management

- 4.1 Order buses, lunches and organise first aid kits for excursions.
- 4.2 Assist in the set up for *Pymble* mornings.
- 4.3 Liaise with Facilities Department for the setup of functions.

5. Communication

- 5.1 Ensure all written and verbal communication is courteous, professional, accurate and reflective of College values.
- 5.2 Work in a collaborative manner with all staff to facilitate the development of effective communication and positive relationships.
- 5.3 Photocopy and distribute year letters.
- 5.4 Create and distribute certificates to students as required.
- 5.5 Support staff and members of the College community in the provision of information relating to the range of College activities and events.

6. Risk and Compliance

- 6.1 Report directly to the Principal on any matters relating to child protection.
- 6.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.
- 6.3 Model best practice standards in the use and care of College facilities.
- 6.4 Set and maintain clear processes and policy for the use and care of equipment and assets within the Reception area.
- 6.5 Liaise with Junior School Staff and Property Management Department regarding maintenance required for Junior School.

7. Professional Learning

- 7.1 In partnership with your Manager, continuously align your skills and professional development requirements to ensure that you are meeting the obligations of your role.

8. Other duties may be required from time to time

PERSONAL CAPABILITIES

- Willingness to support the ethos and values of the College.
- Demonstrate the ability to manage the telephone efficiently and in a professional manner.
- Demonstrate the ability to communicate in a warm and professional manner and to provide excellent follow through on enquiries.
- Understand the significance of first point of contact in the management of the Reception area of the College and perform duties accordingly.
- Demonstrate the ability to perform general administrative duties.
- Manage relationships with the College community in a supportive manner and display a willingness to provide a high degree of customer service.
- Possess the oral skills to be effective in the provision of information about the College.
- Demonstrate the ability to initiate clear processes for the effective management of Reception to facilitate other staff in the role.
- Ability to work productively and collaboratively as part of a team.
- Well-developed communication and interpersonal skills.
- Demonstrated commitment to ongoing professional development and the ability to identify training needs.