

De La Salle College
STUDENT SERVICES OFFICER - RECEPTION
Position Description



Mission. De La Salle Malvern is a Catholic boys College based on the teachings of Jesus Christ in the tradition of St John Baptist de La Salle. We are committed to inspiring a life of faith, learning, leadership and service.

Vision and Philosophy. To be an outstanding school striving for excellence and innovative academic achievement in a supportive community to best prepare young men for our world. A Lasallian school offers a human and Christian education which enables our students to discover their potential and their mission in a community of faith. A Lasallian education prioritises service to the poor and marginalised and emphasises respect for all.

Values. At De La Salle College, we are committed to our faith, our educational community and our spirit of service and compassion. Our Lasallian charism guides, nurtures, challenges and encourages all our endeavours. We value our role in the international Lasallian network and strive for meaning, relevance and creativity to deliver a quality education for *our* young men in a 21st century environment.

Role Purpose

The Student Services Officer – Reception is part of the Student Services/ Administration team which supports the mission, vision and philosophy and values of the College community and the College's Lasallian tradition wherein respect is the foundation for all relationships.

Each team member ensures that Reception at both campuses is a welcoming, supportive, effective and efficient environment for students, staff and visitors. The Student Services/Administration team consists of administration staff and a First Aid Officer; they report to the Administration Services Manager.

Key Areas of Responsibility

- Attend to all visitor and student inquiries
- Receive deliveries
- Receive and redirect incoming telephone calls, emails, and faxes
- Manage the despatch of incoming and outgoing internal and external mail
- Attend to unwell or injured students, in the absence of the First Aid Officer
- Enter and update data on MAZE as required by the Administration Services Manager
- Assist with bulk mail-outs
- Photocopy/print and distribute College documents as directed by the Administration Services Manager
- Compile daily notices and distribute as appropriate
- Provide administrative support to teaching staff as directed by the Administration Services Manager
- Assist with keeping the stationery store in good order and appropriately stocked
- Receipt monies paid at Reception in absence of finance staff
- Perform any other duties as directed by the Principal.

The Student Services Officer – Reception will be expected to carry out other duties from time to time that are broadly consistent with this position description and will be expected to work from either campus as required by the Administration Services Manager.

Professional Practice

- Attend training programs.
- Attend office administration and whole staff meetings, as required.
- Participate in annual performance reviews.

Key Selection Criteria

This position would ideally suit someone who is student service focused, shows initiative, has a warm and welcoming manner and is able to complete tasks in a timely manner with minimal supervision.

To be successful in this role you will have the following skills and experience:

- Good working knowledge of the Microsoft Office Suite;
- High level face to face and telephone communication skills, ability to communicate clearly and calmly under pressure;
- The ability to work within a team;
- Good time management skills, the ability to prioritise tasks, meet deadlines, work well under pressure and manage competing tasks with a high level of attention to detail;
- Previous work in an educational setting would be advantageous but not essential.
- Experience using Synergetic would be highly regarded but not essential.

Personal Requirements/Competencies

- Alignment with the values and Catholic ethos of the College;
- High level of professional personal presentation;
- Enthusiastic and highly motivated to contribute;
- Maintain high work standards with minimal supervision;
- Flexible and able operate effectively in a changing environment;
- Working with Children Check for Victoria and National Police Record Check required.

Accountability

Reports to: Administration Services Manager
Internal liaisons: Staff, students, parents
External liaisons: Contractors, suppliers

Conditions

Conditions are as per the Victorian Catholic Education Multi Employer Agreement 2013.

Classification – Education Support Officer Level 1, Category C
Employment Status – Permanent ongoing
Hours – 8:00am – 4:00pm
Time Fraction – Full Time – Monday to Friday
Date Reviewed – August 2015

This position description has been written in line with 2014 restructure of the administration functions. The position description may be reviewed and reconfigured if needed as the effect of the restructure becomes clear.

Leave: 7 weeks leave to be taken in school holidays