



## LA SALLE COLLEGE ROLE DESCRIPTION

### Administration Officer - Reception

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ACCOUNTABLE TO:	Director of Corporate Services
LEARNING AREA:	Administration
EMPLOYMENT CONDITIONS:	The Roman Catholic Archbishop of Perth Non Teaching Staff Enterprise Bargaining Agreement 2014
LEVEL / STEP:	Level 2

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### OUR FAITH AND LASALLIAN VALUES

#### Faith | Excellence | Service

As a College staff, we've been given the gift of nurturing the young minds and hearts of our students and helping them realise their value, individuality and the positive impact they can have on the lives of others. The teachings and values of Christ underpins everything we do, who we are, what we stand for and the actions we take.

Through our programs, teachings, behaviours and actions, we encourage our College community to discover more about the Catholic faith and inspire them to realise their best self and live not by their fears but by their hopes, not by their words but by their deeds.

### ROLE OUTLINE

The Administration Officer - Reception provides a professional first point of contact for all school visitors, including parents. They are responsible for providing friendly, efficient and high-quality customer service at public reception and on the phone. The Administration Officer - Reception is pivotal in creating a warm and welcoming atmosphere for our busy College community and requires excellent customer service and communication skills.

Within the role, the Administration Officer - Reception supports the Catholic Identity of the College and works collaboratively with other staff and members of the school community. In addition to their day to day duties, the Administration Officer - Reception undertakes other duties as directed by the Principal.

## KEY ACCOUNTABILITIES

### 1.0 CATHOLIC IDENTITY AND MISSION

- 1.1 Gives personal witness to Catholic values in their day-to-day duties and engages students, staff and the community in the mission of the College as a Catholic school
- 1.2 Provides exemplary Christian and professional leadership for all members of the La Salle College Community
- 1.3 Seeks or maintains CEWA, Accreditation to Work in a Catholic School

### 2.0 ADMINISTRATION

- 2.1 Represents the College in a warm, friendly, and professional manner
- 2.2 Attends to all enquiries from members of the La Salle community and the general public
- 2.3 Answer all telephone enquiries in a professional manner
- 2.4 Ensure Front Reception is presented in a neat and professional manner at all times
- 2.5 Maintains security by following and monitoring online sign-in procedures
- 2.6 Coordinates the collection and distribution of mail and deliveries
- 2.7 Coordinates paper delivery to ensure that sufficient paper stock is available at all times
- 2.8 Coordinates the purchasing of stationery
- 2.9 Facilitates the delivery of messages to staff, parents and the public as required
- 2.10 Maintains the kitchenette in a clean and tidy manner including daily running of the dishwasher and regular cleaning of the coffee machine
- 2.11 Works with Student Reception to support the efficient collection of students
- 2.12 Provides relief to cover other Administration roles as required
- 2.13 Maintains and updates staff pigeonholes as required
- 2.14 Coordinates staff birthday cards
- 2.15 Liaises with ICT and applicable service providers to ensure phone messages and automatic door changes are implemented during school holiday periods
- 2.16 Supports enrolment enquires by providing College prospectus and directing enquires to the Enrolments Officer
- 2.17 Takes prospective families on tours of the College as requested by the Principal
- 2.18 Maintains and updates the administration procedures including the administration manual
- 2.19 Undertakes other administrative duties as required to support the successful operation of the College

### 3.0 COLLEGE BOOKINGS

- 3.1 Manages the College booking system for vehicles and meeting rooms
- 3.2 Coordinates the facilities hire processes including enquires, bookings and billing
- 3.3 Maintains a record of driver's licenses for staff accessing College vehicles
- 3.4 Collaborates with Grounds and Maintenance to ensure that College vehicles are maintained in good working order including organising regular cleaning
- 3.5 Ensures that first-time drivers understand College expectations around use, including booking requirements, pre and post-trip checks, return of keys, and accidents.

#### 4.0 ENGAGING AND WORKING WITH THE COMMUNITY

- 4.1 Builds and maintains strong working partnerships with students, staff, parents and the wider community focused on student achievement, wellbeing, safety and resilience through structured, effective communication and consultation
- 4.2 Understands the broader community within which the College resides and is aware of the cultural, social and political characteristics that inform the needs of students, families and carers and the challenges they face
- 4.3 Contributes to the development of a College environment that is welcoming, hospitable, life-giving and just.

## SELECTION CRITERIA

The individual appointed to the position of Administration Officer - Reception must:

- Have previous experience in a similar role, preferably in a school setting
- Be able to maintain professionalism under pressure
- Possess excellent attention to detail
- Demonstrated experience providing excellent customer service
- Have the ability to work effectively as part of a team
- Be able to hold and maintain a high level of confidentiality and discernment
- Possess a high level of interpersonal and communicative skills
- Have the ability to be proactive and demonstrate initiative
- Be proficient in the use of Microsoft Office 365
- Have knowledge of attendance software, e.g. SEQTA
- Hold a current Working with Children Check and a Nationally Coordinated Criminal History Check
- Actively support and role model the ethos and values of a Catholic College

### DOCUMENT CONTROL

Version: 1.0 Reviewed: Apr 2024 Next Review: Apr 2025 Reviewed By: HR