

## Student Services Officer/Receptionist

Huntingtower has a long tradition of educational excellence and consistently performs academically among the top schools in Victoria.

We are seeking an experienced and talented **Student Services Officer/Receptionist** to join the Huntingtower Administrative team.

The Student Services Officer will be a primary contact point for the School, collaborating closely with our Receptionist. This individual will offer support and guidance to students, aiming to enhance their satisfaction and foster a stronger connection with the School throughout their academic journey. Responsibilities include addressing inquiries via phone, email, social media, and in-person interactions, with a focus on delivering outstanding customer service and nurturing a friendly and inclusive environment within the School community.

You will be systematic in your approach but flexible and able to work comfortably in a small team environment. You will have outstanding communication and interpersonal skills, advanced computer skills with Microsoft Office and Adobe InDesign in particular, be able to prioritise a wide variety of tasks and uphold the School's mission, purpose and values.

You will have a keen eye for the finer details and a desire to learn through hands on experience in the role.

This position will require strong organisational, flexible and administrative skills capable of facilitating the demands of the role. Previous experience within a School environment highly advantageous.

Our people are the backbone of our enviable community and culture, and together produce high quality teaching and learning experiences for our students. We offer a range of general and role specific benefits in recognition of the ongoing valuable contributions our staff make.

This is a **full-time ongoing position commencing asap.**

A current employment Working with Children Check (E) and a Criminal Record Check is a requirement of employment at Huntingtower.

Position description is available below.

If you are a vibrant, warm, supportive, and professional person who would like to become involved in a caring environment, please submit your application to [employment@huntingtower.vic.edu.au](mailto:employment@huntingtower.vic.edu.au) by **Friday 5 April 2024** together with the names, addresses and telephone numbers of three referees.

**We will shortlist and interview high quality applications as they are received, and we strongly encourage interested candidates to submit their application as soon as possible.** The School reserves the right to make an appointment at any stage of the recruitment process, including prior to the closing date for applications. We thank you for your understanding.

Huntingtower is a child safe employer and is committed to providing a child safe culture that ensures the care, protection and safety of all children and young people.

Huntingtower is committed to upholding Victoria's Child Safe standards and has a zero tolerance of child abuse. All interested applicants will be required to familiarise themselves with Huntingtower's Child Safety Policies and Codes of Conduct located on the Huntingtower [website](#). Candidates must demonstrate an understanding of appropriate behaviours when engaging with children.

The school undertakes several screening processes to protect children and young people appropriately in its care. This includes reference checks, identity checks, qualification checks and professional registration checks.

Huntingtower embraces non-discriminatory recruitment by providing equal employment opportunity to all and maintains strict privacy and confidentiality regarding your application. We welcome applications from people of all backgrounds, including Aboriginal and Torres Strait Islander people.

# Position Description

## Student Services Officer/Back up Receptionist

### Nature of Role

The Student Services Officer will serve as a key liaison for the School, working closely alongside our Receptionist. Their main objective is to provide students with support and guidance, with the goal of improving satisfaction and building a deeper connection with the School throughout their academic journey. This entails delivering exceptional customer service and cultivating a welcoming and inclusive atmosphere within the School community.

The Student Services Officer should display sensitivity, confidentiality and flexibility. The Officer needs to be a team player with the ability to manage a varied and challenging workload, while also maintaining open channels of communication. This position will require a strong level of customer service and administrative support.

### Main Responsibilities and Duties

The Student Services Officer/Receptionist is responsible for:

#### Administration

- Monitor and action emails directed to the general admin email address
- Sort incoming mail including packages and distribute
- Create and update the PowerPoint display of school calendar on television screens in the MYC and Senior School. Ensure the dates are correct by communicating with stakeholders
- Manage parent communication updates through HT Connect, Synergetic and SMS
- Manage and maintain office supplies and stationery for the School
- Organise and order teacher diaries
- Coordinate and review bookings of the Boardroom. Ensure the Boardroom is setup and is clean for any scheduled meetings.
- Maintain and manage family and student records on Synergetic and Consent2Go and ensure they are kept up to date. Assist with documentation relating to Indigenous students and organising Abstudy travel requirements.
- Promote and update all students at the beginning of each year including their mentor and house on Synergetic
- Maintain a variety of manual and electronic records such as general admin and student files (student personal details including end of year procedures)
- Ensure all current student visa information is updated and recorded on Synergetic and Consent2Go regularly
- Ensure Drivers Licence information for students is recorded and maintained
- Coordinate and review bookings of the two Huntingtower buses
- Oversee and coordinate student school and sport photographs commencing with the booking of the date, checking data, schedule, to assisting on the day. Provide information as required to staff, students and parents
- Manage any mass printing jobs including the printing of programs, reports and any other items that may arise
- Administrative support with the various trips in relation to student information
- Administrative support for the School Nurse including Anaphylaxis and Asthma documentation.
- Provide backup data support to the VASS Administrator
- Administrative support as required
- Design signage for staff offices
- Administrative support to the Director of Business Operations

### **Reception**

- Backing up reception at any point there is an overflow of calls or enquires
- Relieve the main receptionist during morning tea, lunch, holiday period and in the absence of the receptionist
- Assist in the management of all telephone calls, ensuring that calls are handled in a professional, courteous and helpful manner
- Attend to enquires from within and outside of the School
- Ensuring all telephone enrolment enquiries from prospective parents and families are answered in a timely and professional manner
- Maintain the telephone and voicemail system, assisting with enquiries and ensuring appropriate voicemail messages are recorded for various situations (e.g. absences, emergencies and reporting faults)
- Awareness of student absences and advise relevant personnel as necessary
- Assist in the management of the student absentee database and advise appropriate personnel  
Provide liaison between parents and the School through group/year level email correspondence
- Welcome, sign in and seat visitors for collection by appropriate staff member (at times this may include distressed students/parents)
- Assist with the visitor passes to all visitors entering the School (including the entering of Working with Children Checks, vaccination certificates and QR code)
- Assist in keeping the reception area tidy and in a presentable condition

### **First Aid**

- Attend to the medical needs of students and staff when the School Nurse is not in attendance
- Assist with keeping the Reception Quiet room tidy
- Assist with the beginning of the year administration for the Health Centre (i.e. updating student photographs)

### **Service Excellence and Customer Relationship Management**

- Deliver accurate and effective communications to students, staff, parents, and community
- Work well under pressure and able to manage tasks within deadlines
- Ability to build positive relationships, negotiate and problem solve
- Demonstrate a professional, helpful, and friendly attitude
- Build and maintain a respectful and professional relationship with all stakeholders
- Work well in a team and be prepared to assist others in the Administration team when required
- Ability to handle confidential information with integrity
- Excellent interpersonal skills and customer-service skills
- Displays empathy, commitment, and resilience
- Possesses sound judgement and a calm and mature disposition
- A firm belief in, and commitment to the mission, vision and core values of the School with an ability to articulate and promote these values.

## Position Requirements

- Administration qualification (diploma or equivalent) is preferred
- Ability to manage competing priorities and deadlines with attention to detail
- Experienced in Microsoft Office Suite, and Adobe Suite (InDesign experience beneficial) with good spelling and grammatical skills
- Methodical and clear thinking
- Good time-management skills
- Demonstrated strong database and computer competency
- Experience at using Synergetic (highly advantageous)
- Experience at working within a School environment preferred
- Is flexible and has an ability to adapt and operate effectively in a demanding and changing business environment
- Commitment to ongoing professional development and participation in Professional Learning activities provided by the School
- Hold a First Aid (HLTAID003) and Anaphylaxis qualification or be prepared to complete both qualifications
- Will not be required to be in attendance for one week during the term 2 and 3 term breaks; and 3.4 weeks during December/January school breaks (5.4 weeks leave). You will be required to return two weeks prior to the return of the teaching staff in the new school year
- A current employment Working with Children Check (E) and a Criminal Record Check is a requirement of employment
- A strong belief in child safety and protection, and a willingness to be actively engaged in the School's child safe culture
- A positive history of working with children and experience in child-related work

## Flexibility

- This position description is intended to provide a broad outline of the main responsibilities only. You will be required to perform these duties, and any other duties the employer may assign to you, having regard to your skills, training and experience
- The post holder is required to be flexible in developing their role in agreement with the Director of Business Operations

## Key Relationships

Reporting to:

- Director of Business Operations

Liases with:

- OHS & Risk Manager
- Property Manager
- HR Manager
- School Nurse
- Staff
- Students
- School Community
- Vass & Senior School Administration Officer

## Health and Safety

- Demonstrating full awareness of work health and safety issues and procedures, complying with these and taking responsibility for one's own health and safety
- Promote and support student, staff and visitor safety and well-being, anticipating and responding accordingly to potential threats
- Being familiar with emergency procedures and being ready to implement them if necessary

## Commitment to Child Safety

Huntingtower is a child safe employer and is committed to providing a child safe culture that ensures the care, protection and safety of all children and young people. Huntingtower's robust human resources, recruitment and vetting practices are strictly adhered to during the application and interviewing process. Applicants should be aware that we carry out identity, qualification, professional registration and reference checks to ensure that we are recruiting the right people.

All staff are committed to protecting students from abuse or harm in the school environment in accordance with their legal obligations, including child safe standards. The School's Child Protection Program, including the *Child Safety and Wellbeing Policy*, *Child Safety Code of Conduct* and the *Staff Code of Conduct* is available via the Staff Portal. The following responsibilities are expected of all roles within the School.

All staff are expected to:

- Be familiar with the content of the School's Child Protection Program, including the *Child Safety and Wellbeing Policy*, the *Child Safety Code of Conduct*, the *Staff Code of Conduct* and with their legal obligations with respect to the reporting of child abuse
- Be responsible for understanding and applying the School's child safety policies and procedures, including identifying and addressing risks, identifying child abuse indicators, management of disclosures, reporting including mandatory reporting, and complying with the *Child Safety Code of Conduct* and *Staff Code of Conduct* and related policies governing staff-student relationships
- Take all practicable measures to protect students where a risk to their safety has been identified, where students are under their care
- Be aware of key risk indicators of child abuse, to be observant, and to raise any concerns they may have relating to child abuse with one of the School's Child Protection Officers and/or with external agencies where required
- Be aware of students with whom you will have direct contact, in addressing child protection disclosures and needs of Aboriginal/Torres Strait Islander, those from a culturally and linguistically diverse backgrounds, international students, students with disabilities, those unable to live at home, children and young people who identify as LGBTIQ+ and other students experiencing risk or vulnerability
- Promote respectful relationships between students and adults, and between students and their peers. These relationships are based on respect, honesty, kindness, trust and empathy
- Commit to providing an environment where students are safe and feel safe, where their participation is valued, their views respected and their voices are heard about decisions that affect their lives
- Comply with the *Child Safety and Wellbeing Policy*, and act in accordance with the *Child Safety Code of Conduct* and *Staff Code of Conduct*