



Title	Receptionist
Department	College Staff
Reporting	Director of People and Culture
Location	Senior School, Kew

POSITION DESCRIPTION

Our Intent:

At Xavier College we aspire to form exceptional graduates through inspiring learning experiences and our distinct Jesuit character. The individual is expected to align their actions and leadership with the Intent, our graduate qualities and the Pillars in the Xavier College Strategic Plan **XC150**.

Our Position:

The role of the Receptionist is the first point of contact for all visitors, parents and students to the Senior School.

The Receptionist plays an important role in ensuring the smooth operation of many important administrative tasks, as well as managing incoming communications.

In this regard, the receptionist supports the characteristics of Jesuit Education through their manner and personal concern for the care of each individual on the campus and across the Xavier Family. The Receptionist understands their important contribution to the College's Intent and educational mission, and with this, the care and safety of all students in accord with the highest standards of child safety and upholding an exceptional child safe culture at the College.

Core Duties and Responsibilities:

The Receptionist will:

- Receive and welcome all visitors to the Senior School and assist with the sign-in process, where requested.
- Monitor visitor access and issue visitor passes (Swiped On program)
- Contact staff who have visitors to the College.
- Update (add/delete) staff, where required, on the Swiped On program.
- Answer all incoming calls, redirect calls as appropriate, and transfer calls to voicemail when staff member is unavailable.
- Make outgoing calls when requested.
- Pass on messages when requested.
- Attend to direct enquiries concerning:
 - Term dates and holidays
 - College Tour dates and general school information
 - Accounts
 - Lost property
 - Second Hand Uniform Shop, dinners, memorabilia cabinet, charity functions etc.

- Any other queries including information about Parent-Teacher interviews, college events, boarding and admissions.
- Monitor and follow up on Senior School Reception emails.
- Monitor emails from Xavier inquiries and forward them onto appropriate personnel.
- Distribute incoming afternoon mail to staff via pigeon-holes.
- Prepare and complete appropriate paperwork for outgoing mail collection from Australia Post.
- Reconcile mail/courier accounts for processing and payment.
- Organise and book couriers, as requested.
- Book taxis for staff and visitors, as requested (online cab booking); distribution of cab charges as necessary.
- Receive and accept deliveries / parcels for storage in the cupboard at main entrance awaiting collection.
- Notify staff via email alerting them to a delivery for collection.
- Access Synergetic student databases for parent information, cocurricular sports, houses, classes etc.
- Update/maintain Reception information (stand up) file with updated information, where necessary.
- Receive instructions from the principal's office via the Principal's Personal Assistant relating to all media enquiries and other messages.
- Liaise with the Senior Campus Security Officer and Site Manager on the arrival of Emergency Services vehicles (i.e. Police, Ambulance, Fire Brigade)
- Maintain a tidy and clutter-free reception area.
- Any other duties as directed by the Director of People and Culture.

Selection Criteria:

- Demonstrated ability to act with and foster collaboration and effective teamwork.
- Exceptional organisational, administrative and operational skills.
- Well-developed telephone, communication and interpersonal skills, especially for the benefit of students, staff and parents.
- Excellent level of typing skills.
- Flexibility to take on many and varied tasks and ability to manage conflicting priorities effectively.
- Knowledge and proficiency in Microsoft Office packages and database programs such as Synergetic.
- Ability to work in a dynamic environment that requires self-direction, team-orientation and the ability to effectively handle pressure in a manner consistent with Ignatian values.
- Ability to develop, cultivate and maintain professional relationships with staff and in the wider school community.
- Demonstrated knowledge of, adherence to and leadership for child safety, the Child Safe Standards and an exceptional culture of child safety.
- A commitment to working in and contributing to the ethos of a Jesuit school.
- Professional personal presentation.

Compliance Requirements:

- Working With Children Check 'E' card.
- Australian Childhood Foundation "Safeguarding Children" and all child safety requirements.
- DET Mandatory Reporting and Other Obligations Training (annual update)
- Australian Jesuits Code of Conduct and acceptance of the Code (on appointment)
- First Aid accreditation including CPR, Anaphylaxis, Asthma Management.

Other Duties:

The nature of the position is such that the Receptionist may be required to be available outside normal school hours and be available to attend College events as might be relevant. The Receptionist may also be asked to undertake other responsibilities as directed by the Principal or Director of Senior School, in accordance with the needs of the College.

Terms and Conditions:**Reporting Line:**

All staff are responsible to the Principal and Rector

Tenure:

As per contract

Location:

Senior School, Kew

All other terms and conditions as per the Xavier College Enterprise Agreement 2023.

Positions at Xavier College

Our Attitudes and Habits as Educators at Xavier

In alignment with the Ignatian profile of an educator in a Jesuit school, Xavier College has identified complimentary attitudes and habits that are essential attributes for educators at Xavier. The College recognises the power and critical need for individuality and diverse gifts among its members, as well as the similar requirement for an alignment in attitude and habit that are necessary for effective teamwork and alignment.

As a significant leader at the College, these attitudes and habits should be:

- consistently demonstrated and modelled in all areas of endeavour
- used to positively inform the consistent practice and standards of all educators at the College.

An educator at Xavier College:

- clearly models the Xavier ASPIRE Graduate qualities through teaching and personal actions
- demonstrably values competence and skill in the art of teaching or area of service/work, performing at or beyond a 'highly accomplished' level in the national teaching and leadership standards
- demonstrates active reflection in personal practice by engaging in and being responsive to professional feedback and conversations that are performance and growth oriented
- values all aspects of the role equally, seeking to meaningfully attend to tasks through competent commitment that attests to quality outcomes and performance
- conducts themselves with a clear intent to model and uphold Gospel values and Ignatius' understanding of generosity
- values solving problems more than identifying them, and the collaborative and creative generation of thoughtful ideas, thereby positively contributing to all areas of College life
- seeks alignment and collaboration in professional activities, through respectful and empathic conversation and the desire to act for and with others
- is honest, trustworthy and companionable, acting with integrity in supporting others and treating all with respect
- works to identify and develop the inner potential, capacity and self-worth of every student and colleague
- understands and fosters the strategic vision of the College, as well as the holistic view of education in a Jesuit school.

Positions at Xavier College

Our Xavier Leadership Traits

Our Intent at Xavier, highlighted in our Strategic Plan, is developed through seven Pillars: Our Jesuit Identity, Our Inspiring Learning, Our Student Life, Our Xavier Family, Our Professional Expertise, Our Operational Excellence, and Our Global Engagement. Each have core Values and Priorities that direct and drive our ongoing actions. It is essential that these actions demonstrate alignment across the College, and that individual actions similarly align with values and priorities and identified actions across each of the Pillars. This is essential for leaders at the College, and that they speak purposefully and powerfully to these key pillars of action through their lived experience.

As a member of staff of the College should consistently display effective leadership traits.

At Xavier, we have identified 7 traits:

- **Through Christ and Ignatius**
Christ-centred and driven for the Ignatian ideals of competence, conscience, compassion and commitment.
- **Aspire high and dig deep**
Leading high standards and aspirational for the magis, self and team
- **Lead for person, team and mission**
Distributive in leadership and respectful custodian of the tension between 'cura personalis' and 'cura apostolica'
- **Host conversations with candour**
Collaborative and collegial, ensuring candour in quality conversations
- **Swim well in your lane and be adept at understanding your ripples**
Undertake the things within your purview well, but understand and be attentive to the impacts that your actions have on others
- **Attend to process, solutions and outcomes**
Attentive to process, solutions and outcomes
- **Pursue the possible**
Agents of growth, fostering a community that supports ideas, innovation, divergent thinking and the pursuit of the possible