



MacKillop College – Main Campus Reception and Administration Officer

Position Description

Classification (CEMEA 2022)	Education Support Level 2 (Category C)
Position reports to	Business Manager

About MacKillop College

MacKillop is a Catholic college in the Josephite tradition. Inspired by the spirit of St Mary of the Cross MacKillop, we strive to:

- encourage individuals to reach their full potential as lifelong learners by providing an innovative, challenging and collaborative learning and teaching environment in a rapidly evolving society;
- foster leadership by empowering and developing all members of the school community;
- enhance positive relationships in a supportive community by promoting justice and a sustainable future;
- support wellbeing by affirming the intrinsic dignity of each individual, embracing diversity and empowering active citizenship;
- witness the presence of God amongst us by celebrating our Catholic heritage as a faith community.

Overview of the Role

As the first point of contact for students, staff, families and visitors, you will be the welcoming face and play a pivotal role in shaping the way our community experiences the College. We are looking for someone with genuine people skills who will communicate with clarity and integrity.

Working within a dynamic environment, we need a person who can, remain composed in the busyness; be confident to work independently; to curate and disseminate information accurately; respond to incoming phone calls, emails and enquiries in a timely manner; support our students and families with discretion and; collaborate with the whole administration team to support College operations.

The successful candidate will be a proactive person who can establish trusted relationships with a variety of people and who is organised, approachable with the ability to prioritise and problem solve effectively.

Commitment to Catholic Education

- demonstrate an understanding of the ethos of a Catholic school and its mission
- demonstrate an understanding of the Church's teachings and the mission of the Catholic Church
- demonstrate a capacity to instil in students a respect for each other in accordance with the teachings of Jesus Christ willingness to Church's teachings into all aspects of curriculum

Commitment to Child Safety

- ensure students are provided with a child safe environment
- be familiar with and comply with the MacKillop College child safe policy and code of conduct, and any other policies or procedures relating to child safety
- demonstrate a duty of care to students in relation to their spiritual, physical and mental wellbeing
- implement strategies that promote a healthy and positive learning environment
- demonstrate an understanding of child safety standards and obligations (e.g. mandatory reporting)
- demonstrate an understanding of appropriate behaviours when engaging with children
- report any concerns relating to child safety immediately



Accountabilities

Reception and Administration

- greet and assist all students, staff, families, contractors and visitors in a courteous and professional manner
 - answer and direct phone calls and emails; respond to enquiries or direct them to appropriate staff
 - process payments through EFTPOS/cash and issuing receipts
 - implement visitor management procedures, including sign-in/out and access control, ensuring compliance with safety protocols
 - manage incoming and outgoing mail, staff pigeonholes, deliveries and couriers
 - support first aid and student services in an emergency
 - manage college keys and key registers
 - maintain the reception area in a tidy, welcoming, and safe condition
 - create maintenance requests and liaise with the maintenance department
 - provide a calm and supportive environment for anyone who present at reception for assistance, including for emotional support and first aid
 - administer College banking, Petty Cash and Purchase Orders as per procedures
 - coordinate the ordering of stationery, equipment, and office items as required
 - provide backup administrative assistance across the College as required
 - assist with student late arrivals; assisting with sign-in/out procedures
 - update all relevant College databases and provide general administrative support as required
 - prepare and format documents, letters and internal communications as required
 - assist with data entry, document formatting, photocopying, and filing
 - support the coordination and logistics for school events and campus activities
 - handle sensitive or confidential matters with discretion and care
 - provide meaningful and regular updates to Business Manager
 - liaise with College Registrar regarding enrolment and processing new students from and documentation
 - assist with College information sessions as required
 - liaise with external providers, suppliers and contractors as required
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Emergency Management

- assist with coordinating the communication during emergencies, ensuring timely and accurate information is relayed
 - maintain up-to-date emergency contact lists and class list
 - assist with drills, evacuations, and lockdown procedures as required
 - test the Public Address systems and two way radios
 - check first aid and emergency tubs in reception
 - respond to emergency calls for the purpose of notifying appropriate parties to address immediate safety and/or security issues.
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Professional Development

- maintain current accreditation to provide First Aid, CPR
 - complete asthma and anaphylaxis training
 - maintaining knowledge and training in:
 - emergency and critical incident responses
 - support a performance and development culture
 - complete annual Child Protection and Mandatory Reporting training
 - maintain required ICT skills
 - contribute and participate in the annual review meeting process as required
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General Expectations

- support the Victorian Catholic Education Authority (VCEA) 'Statement of Principles Regarding Catholic Education'
- act as a role model for students
- abide by the Melbourne Archdiocese Catholic Schools (MACS) Code of Conduct
- actively contribute to the achievement of the School Improvement Plan
- stay informed by reading the Principal Memo, all College emails and other correspondence on at least a weekly basis, responding appropriately
- abide by all MacKillop College and MACS policies and procedures
- work collaboratively and build effective working relationships
- ensure MacKillop Colleges' public image, professional reputation and best interest is represented through all interactions and activities
- model a professional approach for all staff and students, including conduct, language and professional dress
- attend all relevant school meetings, functions, events, liturgies, open days, staff faith proceedings and professional development as required by the Principal
- observe the strictest confidentiality for all sensitive and private information
- participate in duty supervision as rostered, and other supervision duties as required
- actively contribute to the care of all College facilities, grounds, equipment and resources

Work Health and Safety

- take reasonable care of your own health and safety
- take reasonable care for the health and safety of others who may be affected by your acts or omissions
- cooperate with any actions MacKillop College implements to comply with WHS requirements
- comply with all Safe Working Procedures
- use appropriate Personal Protective Equipment (PPE) as required
- periodically update MacKillop College about any medical condition that:
 - is life threatening or may require Emergency Services to be called
 - could impact on your ability to perform your duties
- complete safety training courses as required and participate in compliance briefings or inductions as required
- do not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace to support health, safety and welfare
- Emergency Control Point equipment; office procedures are up to date, PA system and Walkie Talkie are tested, evacuation bin supplies are checked and within date.
- report all hazards (e.g. unsafe working conditions) and incidents (e.g. injuries, illnesses, etc.)
- work cooperatively and consult with Health and Safety Representatives to resolve workplace safety changes and issues
- undertake all work activities in a manner that ensures the workplace is free from harassment, bullying and discrimination and supports workplace diversity
- contribute to a healthy and safe work environment, and comply with all safe work policies and procedures

Other Duties

It is not the intention of this role description to limit the scope or accountability of the position but to highlight the most important aspects. All employees are required to undertake reasonable duties commensurate with their skills and training from time to time in accordance with the needs of the College or as directed by the Principal.

Required Capabilities

Administration	<ul style="list-style-type: none">• excellent word processing and skills using Microsoft suite• excellent data entry skills• ability to learn and use software applications relevant to the role
Emotional intelligence	<ul style="list-style-type: none">• empathetic, approachable, and student-focused• reliable and flexible, with a calm and professional demeanour under pressure• discreet and trustworthy in handling confidential matters• adaptable and resilient
Communication	<ul style="list-style-type: none">• excellent written and oral communication skills, including ability to communicate with students, families and the school community

	<ul style="list-style-type: none"> • excellent interpersonal and communication skills
Organisation	<ul style="list-style-type: none"> • ability to manage tasks with minimal supervision • capacity to work to timelines • demonstrated organisational skills including strong attention to detail • proven time-management skills • solutions focused • exhibited self-motivation • problem solving skills • demonstrate flexibility and adaptability to tasks
Approachable	<ul style="list-style-type: none"> • demonstrate a welcoming and calm disposition • demonstrate flexibility and adaptability to tasks • well-mannered and courteous
Teamwork	<ul style="list-style-type: none"> • ability to work as part of a team • ability to collaborate with other staff • ability to develop and maintain excellent working relationships with key stakeholders
Catholic Identity	<ul style="list-style-type: none"> • a demonstrated commitment to working in a Catholic Education environment • demonstrated pastoral approach towards student and staff relationships

Qualifications, Education and Experience

Essential

- demonstrated experience in a reception or administration role
- exceptional interpersonal and communication skills, with the ability to engage positively with young people, families, and staff.
- highly developed organisational and time-management skills, with the ability to prioritise, multitask, and meet deadlines in a busy environment.
- proficient in Microsoft Office Suite
- capacity to maintain discretion, confidentiality, and professional boundaries when dealing with sensitive information
- demonstrated ability to work independently and collaboratively within a team-based environment
- Current Working with Children Check
- Current drivers license

Desirable

- experience in a comparable role in either a secondary college/school

Declaration

I accept the above duties for the position at MacKillop College.

Name: _____

Signature: _____

Date: _____