



Position Description

Receptionist

The School

Hillbrook is a co-educational school of 810 students from Years 7 - 12, established in 1987. The School is growing in size over the next 3 years with up to 900 students by 2024. The School's motto, "In Balance We Grow" underpins life at Hillbrook, which prides itself on its focus on quality teaching and learning and a specialisation in the nurturing of adolescents. We aspire to provide all members of our staff and student body with support in a community environment.

Staff at Hillbrook are encouraged to become involved in the collegial ethos of the school. All applicants would need to be supportive of the core values of Hillbrook.

The School Leadership Team (SLT) comprises the Principal, two Deputy Principals and a Chief Financial Officer (CFO) and a Chief Operations Officer (COO).

Position

Title: Receptionist

Reporting to: Chief Financial Officer

Status: Term-time, 38 hours per week, 9am to 5pm

Commencing: August 2021

Role: Hillbrook is seeking an experienced receptionist in providing both exceptional customer service for front of School reception and administrative support. This role will work concurrently with Hillbrook's current receptionist located at the School's front desk with both roles covering normal business opening hours.

The role includes, but is not limited to: front desk reception duties, including telephone responsibility; primary First Aid Officer including Sick Bay management; back up for student absentee duties and administrative support and duties as directed.

Key Responsibilities

Reception Duties

- Telephone responsibility, ensuring that all callers receive professional assistance and whenever possible, fully address the issue or question
- First point of contact for all visitors to the school, ensuring visitors are greeted in a courteous and professional manner.
- Manage deliveries to the School including notifying recipients and maintenance crew; incoming/outgoing mail, preparing letters, forms, signs and emails as required.
- Responsibility for the sick bay area including maintaining student illness and injury records; administering first aid; ensuring general cleanliness; stocktake of first aid consumables; ordering first aid items; and supporting student health & wellbeing.

Other Administrative Duties



- Regular stocktake of stationery items and responsibility for ordering and dispatching of stationery.
- Archiving and records management.
- Maintenance of School records including updating parent contact information.
- Back up student absentee duties to assist student services department as required.
- Organisation and running of in house staff events, staff morning teas or events requiring in house catering
- Monitoring of Hillbrook's general email account and enquiries
- Booking of meeting rooms, internal catering for meetings eg Coffee or morning tea
- Assist teachers and administration staff with other tasks as required.

Essential Competencies

- The ability to work in a flexible manner, due to the frequency of ad hoc requests.
- The ability to prioritise and time-manage where there may be multiple competing tasks.
- The ability to work productively, even without direct supervision.
- The ability to effectively liaise with staff, departments and industry in an articulate, pleasant and professional manner.
- Possess positive and friendly interpersonal skills.
- Maintain respect for confidential student and teacher information.
- Competence in computer skills, particularly the Microsoft Office suite.
- Possession of or eligibility for a 'Working with Children' suitability card.
- First Aid certificate; or willingness to obtain necessary training

Qualifications and Experience:

Please include any details of appropriate qualifications and experience.

Conditions, entitlements and benefits:

- The position is term time, approximately 39 weeks p.a., 38 hours per week
- Annual leave accrues at a pro-rata of 20 days per annum and includes summer holiday leave loading.
- Sick leave accrues at a pro-rata of 10 days per annum.
- Employer superannuation of 12.75% is available where staff make voluntary contributions of 5%. Employer super is paid in addition to salary.

Application Process:

In your covering letter please address the following:

- Why you are interested in this position;
- How you see a school receptionist role differing from a reception role elsewhere; and
- Your experience dealing with adolescents.

The closing date for applications is the **Thursday, 8 July 2021**.

All applications should be addressed to the Chief Financial Officer and emailed to: positions@hillbrook.qld.edu.au

The Principal reserves the right to fill the position by invitation or to re-advertise the position.

After the closing date, short-listed applicants will be contacted by the school, in order that an interview can be arranged. Only short-listed applicants will be contacted.