

Pymble Ladies' College

POSITION DESCRIPTION

Title: Administrative Assistant – Junior School

Date updated: January 2026

Reports to: Head of Junior School

COLLEGE VALUES



Pymble Ladies' College has five core values which guide our behaviour and interactions with one another and affirm our commitment to the Christian heritage of Pymble Ladies' College and our identity as a school of the Uniting Church in Australia. All roles, policies and procedures are underpinned by these values, and the expectation that students, staff, and the wider College community alike live our values every day.

CARE – I am kind to myself and others

COURAGE – I am open to new experiences to learn and grow

RESPONSIBILITY – I take ownership of my actions

RESPECT – I value diversity, my worth and the worth of others

INTEGRITY – I do the right thing, even when no one is watching

POSITION SUMMARY

The position is an administrative position in the provision of high-quality information and support to facilitate the achievement of organisational goals. The Head of Junior School will allocate tasks and functions appropriate to the daily, short and long range administrative needs of the College.

ROLE ACCOUNTABILITIES

1. Management of the Junior School Reception Telephone

- 1.1 Ensure that processes for responding to calls and follow through are effective and meet the needs of the caller.
- 1.2 Develop mechanisms for the delivery of phone messages to teachers when they are unavailable ensuring that the message is delivered effectively and in a timely manner.
- 1.3 Manage all enquiries with diligence and through to next point of contact, referring all enquiries to the Junior School Administration Co-ordinator for the Head of Junior School and directly to the Deputy Heads of Junior School.
- 1.4 Issue messages received from parents to students as required and follow up as necessary.

2. Management of Reception

- 2.1 Ensure that the Reception area is maintained and presented in a professional and appropriate style.
- 2.2 Provide exceptional customer service to all who visit the Junior School.
- 2.3 Support the needs of the Head, Deputy Heads of Junior School and Junior School Administration Co-ordinator for assistance for special occasions and needs when requested.
- 2.4 Interact with all members of the community and all external visitors in a manner that reflects a high degree of professionalism, sensitivity and care.
- 2.5 Provide timely, current and accurate information in relation to College events.
- 2.6 Ensure that communications and follow through for enquiries is provided to staff in an efficient and helpful manner.
- 2.7 Notify Junior School Administration Co-ordinator when people arriving for appointments with the Head of Junior School.
- 2.8 Attend to sick and injured students, and phone parents where necessary. Also assist with medical emergencies and support college nurses.
- 2.9 Co-ordinate lost property return and distribution.

3. Record Keeping and Administrative Duties

- 3.1 Develop clear processes for recording information to ensure accuracy and timely delivery of communication throughout the College.
- 3.2 Initiate checking mechanisms to ensure receipt of information.
- 3.3 Ensure that the processes for emergency procedures are clearly understood and can be implemented effectively.
- 3.4 Maintain a log of visitors as a component of reception duties.
- 3.5 Make bookings for rooms as required for Junior School staff.
- 3.6 Maintain class lists to ensure they are up to date.

- 3.7 Record all injuries/illnesses as students present to Reception.
- 3.8 Print evacuation lists and provide Head of Junior School.

4. Event Management

- 4.1 Order buses, opal cards and organise first aid kits for excursions.

5. Communication

- 5.1 Ensure all written and verbal communication is courteous, professional, accurate and reflective of College values.

6. Risk and Compliance

- 6.1 Report on any matters relating to child protection following College protocols.

- 6.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.

7. Professional Learning

- 7.1 In partnership with your Manager, continuously align your skills and professional development requirements to ensure that you are meeting the obligations of your role.

8. Other duties that may be required from time to time.

PERSONAL CAPABILITIES

- Willingness to support and promote the ethos and values of the College.
- Demonstrate the ability to manage the telephone efficiently and in a professional manner.
- Demonstrate the ability to communicate in a warm and professional manner and to provide excellent follow through on enquiries.
- Understand the significance of first point of contact in the management of the Reception area of the College and perform duties accordingly.
- Demonstrate the ability to perform general administrative duties.
- Manage relationships with the College community in a supportive manner and display a willingness to provide a high degree of customer service.
- Possess the oral skills to be effective in the provision of information about the College.
- Demonstrate the ability to initiate clear processes for the effective management of the Junior School Office to facilitate other staff in the role.
- Ability to work productively and collaboratively as part of a team.
- Well-developed communication and interpersonal skills.
- Demonstrated commitment to ongoing professional development and the ability to identify training needs.