

Pymble Ladies' College

POSITION DESCRIPTION

Title:	College Receptionist
Date updated:	July 2025
Reports to:	Deputy Principal - Academic (K-12)

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 school 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 College Receptionist role is a community facing administrative support position which provides high-quality customer service for students, staff, parents and external visitors to the College and Principal's Office.

The position plays an important role in guest services and provision of administrative support to the Principal's Office.

The position is responsible for supporting the Principal's Office with the delivery of projects, functions and tasks in a highly professional manner and with discretion.

The Deputy Principal Academic and PA to Deputy Principal Academic will allocate projects, tasks and functions appropriate to the daily short and long range administrative needs of the College.

ROLE ACCOUNTABILITIES

1. Greeting visitors to the College

- 1.1 Enter Support the College community by greeting, welcoming and directing visitors appropriately. Including ensuring all visitors presenting at reception sign in and out through the electronic system.
- 1.2 Notify College personnel of visitors.
- 1.3 Prepare and clear up meeting rooms as required.
- 1.4 Manage all enquiries with diligence, diplomacy, consistency and care.
- 1.5 Develop and maintain communication and operational manuals to ensure services will be consistent when other staff members provide relief in the role.

2. Management of Reception

- 2.1 Responsible for operating the switchboard, directing calls, and providing courteous and efficient communication support.
- 2.2 Ensure the Reception area is maintained, safe, clean and presented in a professional and appropriate style.
- 2.3 Interact with all members of the community including external visitors in a manner that reflects a high degree of professionalism, sensitivity, and confidentiality.
- 2.4 Provide timely, current and accurate information in relation to College events.

3. Support the needs of the Principal's Office

- 3.1 Provide administrative and functional support to the Principal's Office.
- 3.2 Ownership and co-ordination of small administrative and operational projects.
- 3.3 Produce accurate documentation utilising the Microsoft Office suite of applications as required.
- 3.4 Liaise with parents, students, other schools' personnel and members of the public as required.

4. Record Keeping

- 4.1 Ensure that the processes for emergency procedures are clearly understood and can be implemented effectively.
- 4.2 Ensure all visitors log in and out through the electronic system.
- 4.3 Ensure the Critical Medical Alerts book for current students is maintained.

5. Relationship Management

- 5.1 Develop a strong, professional relationship with members of the College community.
- 5.2 Embrace the concept of team and demonstrate a respect for the value of professionals working towards the attainment of a shared vision.

6. Facilities, assets and resources

- 6.1 Model best practice standards in the use and care of College facilities.

7. Communication

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

8. Risk and Compliance

- 8.1 Report directly to the Principal on any matters relating to child protection.
- 8.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.

9. Professional Learning

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

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

PERSONAL CAPABILITIES

- Willingness to support and promote the ethos and values of the College.
- Professionally groomed and well spoken at all times.
- Well developed interpersonal skills that enable the development of positive relationships based on respect and trust.
- Ability to communicate with students, parents, staff and visitors to the College.
- Understand the significance of first point of contact and representation of the Principal's Office in the management of visitors to College.
- Possess the oral skills to be effective and engaging in the provision of information.
- Accuracy and attention to detail.

- Ability to prioritise, show initiative and work under minimal supervision.
- Ability to demonstrate professional conduct, maintain confidentiality and exercise discernment at all times.
- Intermediate to advanced level computer and document management skills, especially with the Microsoft suite of applications (Word, Excel, Outlook, Teams) and willingness to learn new technologies.
- Demonstrate the ability to initiate clear processes for the effective management of Reception and the Principal's Office to facilitate other staff in the role.