



EMANUEL SCHOOL

RECEPTION | ROLE DESCRIPTION

The reception team is the face of our school and sets the tone for experience of staff, students, parents and guests of our school. The important position includes front of house reception duties, including welcoming guests and visitors to the school, and administrative duties including overseeing student attendance.

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| Role: | Reception |
| Area of School: | Administration |
| Reporting to: | Human Resources Manager |

This is a part time position, working Thursday (8am-4.30pm) and Friday (8am-4.00pm), term time only. This is a temporary position until the end of the 2024 school year.

Key areas of responsibility

The duties of this role include:

- Ensuring full coverage of the reception desk during your allocated shifts
- Greet visitors and students in a pleasant and helpful manner
- Answer calls, resolve queries where possible and direct calls to the appropriate channel.
- Database entry using the school's management system, including students entering late or leaving early and recording of absences.
- Communication with parents regarding absences or general queries as required
- Managing visitor and casual teacher sign-in during school drop off hours
- Ensuring the reception, meeting rooms and common areas of the Administration building is kept neat, tidy and organised at all times
- General administrative assistance as required.

Essential Skills

- Great customer service skills and phone manner
- Ability to work calmly under pressure
- Confidence and professionalism in liaising with staff, students, parents and external providers at all levels
- Excellent organisational skills
- Ability to manage and prioritise multiple and competing tasks and deadlines
- Maturity and diplomacy in handling sensitive issues
- High level confidentiality
- Ability to use initiative
- High level attention to detail

- Excellent computer skills, including high level knowledge of Office, School Management Systems (such as Edumate, TASS) and Google Apps.

About Emanuel School

Emanuel School is committed to providing co-educational excellence in a Pre-school to Year 12 continuum. We value the individuality of all students and encourage the development of their special interests and talents. Our objective is to extend our students to the best of their ability, and to foster a love of learning, a strong sense of community and a pride in their Jewish heritage. We strive to create an environment in which genuine acceptance and understanding can develop. These concepts are reflected in the School motto “Mind, Spirit, Being”.

Emanuel School is small enough to provide an individual, nurturing environment and large enough to provide a wide range of subjects and opportunities for our students. Emanuel School is a dynamic learning community within an intimate learning environment delivering strong academic outcomes. The School occupies the Stanley Street site with around 880 students from Preschool to Year 12, comprising a two-stream K-4 and three streams thereafter. The School’s commitment to excellence, quality, service and value ensures that it continually improves the delivery of all its programs for the benefit of its students. There are many opportunities for students to participate in a wide range of activities and students have a strong commitment to community service.

Values

Emanuel is a Jewish Community School that nurtures a commitment to Jewish community, heritage, ethical living and the State of Israel. We do this through a commitment to egalitarianism, pluralism, coexistence, tradition, mitzvot, Torah and Hebrew. We do so as Jewish, Australian and Global citizens. In particular we value:

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|---------------------------|----------------|-----------|
| Excellence | Integrity | Justice |
| Perseverance | Responsibility | Community |
| Lifelong love of learning | Compassion | |
| Respect | Generosity | |

This position requires the successful applicant to have a current Working with Children Check in accordance with the *Child Protection (Working with Children) Act 2012*. Details of how to apply are available on:

<http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

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