



School Secretary / Receptionist

Job Description (Support Staff)

Name:	XXX
Position:	School Secretary/Receptionist
Responsible to:	Business Manager
Functional Relationships with:	Visitors, parents and students, all staff
Bargaining Agent:	NZEI / Self
Type of Contract:	Support Staff in Schools Collective Agreement
Key Responsibilities:	Receptionist/Telephonist Enrolments Student Database Mail and Couriers

Key Tasks	Expectations	Expected Outcomes
Manager of First Impressions	Ensure office and reception area is tidy and welcoming.	- Visitors feel welcomed. - First impressions are positive.
Communication	- Telephone duties are promptly and courteously attended to. - Emails\letters are sent out as requested (parent teacher interviews, daily staff duty lists, staff pigeonholes) - Guest passwords assigned as required. - Daily student notices prepared. - Other tasks as required.	Clients receive high quality communication and customer care.
Reception areas and displays	Displays in reception area are kept tidy and maintained.	Reception area is welcoming.
Parent and student liaison	Attend to general enquiries.	Clients receive high quality customer care.
Emails communication	Ensure email messages are cleared at regular intervals.	Messages are cleared regularly.

Key Tasks	Expectations	Expected Outcomes
Mail	• Open incoming mail and distribute promptly each day. • Outgoing mail ready for courier collection each day.	• Mail distributed promptly.
Couriers and Deliveries	• Organise and process courier parcels as they are delivered. • Sign for and distribute incoming parcels promptly. • Arrange with courier company for collection of courier parcels.	• Courier parcels are sent and received in a timely fashion. • Accurate records are maintained.
Office Supplies	• Ensure office is stocked with appropriate stationary etc. – envelopes, courier bags	• Envelopes, courier bags etc always available. Diaries, teacher plan books etc ordered annually.
Messages	• Messages to community and staff are recorded accurately and forwarded to the person in a timely manner.	• Messages are communicated effectively and efficiently.
Assist Senior Leadership Team Executive Assistant with documents and word-processing	• Carry out word-processing, data entry/manipulation etc as required.	• Ensure word-processing, data entry/manipulation is high quality.
Maintain Student Records	• Maintain student records within the student database. • Prepare student leaving certificates as required. • Ensure leavers are recorded and filed correctly.	• Student information is accurate, up to date and accessible when required. • Student files prepared and stored/filed.
Enrolments	Support with enrolment processes and events, including: • Enrolment applications are processed timely and accurately. • Enrolment interviews are scheduled with relevant SLT/Dean/Head of Learning Support. • All enrolment communications with families, i.e., acceptance/introduction letters, start-up letters. • Enrolment data kept accurate and available for the Senior Leadership Team. • Support with Year 8 Day and Open Evenings. • Attend enrolment evenings as required. • Stationary lists updated.	• Potential students and their families feel supported through the application process with our school values of Care, Community and Respect at the forefront. • Relevant staff have up-to-date enrolment information readily available (i.e., SLT, Deans).

Key Tasks	Expectations	Expected Outcomes
Minivan	- Record minivan bookings on KAMAR. - Distribute school van keys as required. - Maintain register of school van keys.	- Ensure minivan bookings are recorded accurately. - Van keys are available when required. - Van keys are tracked.
Other school related tasks as required by the Principal/PA to Principal and SLT		

General

Maintain good relationships	- Maintain high communications with all parties. - Establish and maintain good working relationships with clients and staff. - Keep calm under pressure.	High quality communications with clients, management and staff maintained at all times.
Teamwork	- Contribute by sharing talents, interests and expertise. - Assist others when required in meeting deadlines for the whole organisation.	Contribute to the school team in meeting all organisation deadlines.
Work Environment	- Be flexible and adaptable to changes in procedures, system and regulations. - Take responsibility for meeting all deadlines.	Be willing to assist others in the work environment to provide high quality service and meet deadlines.
School Developments	To assist as required in new developments in the school.	Participate in the future developments of the school.
Personal Skills	- Proven ability to meet deadlines. - Ability to work independently. - Have an excellent customer services manner. - Have excellent proof-reading skills. - Proven ability in accurate data entry. - ICT accuracy skills (knowledge of Office365). - Shows initiative. - Knowledge of schools (preferred). - Ability to understand the big picture.	

Person Specifications:

1. Have the ability to work in a team with a common goal.
2. Have a high level of self-motivation coupled with flexibility.
3. Enjoy working with young people.
4. To be able to gain the confidence and respect of students.
5. To be a positive role model for students by:
 - a. Maintaining personal standards of dress and presentation appropriate for a member of the teaching profession.
 - b. Observing professional standards of behaviour at all times while at school or on school-related activities.
 - c. Valuing excellence and personal achievement.
 - d. Demonstrating a commitment to the welfare of others.

Accountability:

To participate in an annual self-appraisal, which will be designed to highlight personal strengths and achievements, identify any professional development needs and help focus on the key tasks and responsibilities required by this position.

Job Description Approved By:

Signed: _____ XXX Date: _____

Signed: _____ CJ Healey, Principal Date: _____

NOTE: This job description is intended to focus on the important tasks and responsibilities of this position. This job description is not intended to be restrictive nor limit the tasks and responsibilities to only those described above