

## **GLENMORE STATE HIGH SCHOOL FRONT RECEPTION**

Has responsibility for:

### **General Administration:**

Front Reception duties:

- Answering of phone calls.
- Taking phone messages and after-hours messages.
- Front counter customer service.
- Emailing parents.
- SMSing parents.
- Maintaining Reception area, information and promotional items for parents and visitors.
- Provide administration support to Executive.
- Arranging appointments and meetings with Executive, including enrolment interviews.
- Contractor and School visitor management.
- Assist staff with the booking of facilities for meetings and activities via DayMap.
- Manage the staff off-campus register.
- Use of PA system for school community communication and emergency procedures as per our policies and procedures.
- Ordering of stationery – liaising with BM. Including paper, toners and printer supplies/services for whole school.
- Issuing staff with keys and make sure the key register is up to date.
- Including Temporary hire of keys by Contractors, external facilities hire and new staff, etc.
- Bus Register management and issuing of keys.
- Ensuring all Office equipment are working including photocopiers – report damage and make service calls where necessary (facilities officers may also assist).
- Maintaining internal Telephone list regularly.
- Maintaining Staff Pigeonholes in the Common Room.
- Blue Card information & approvals/monitoring in OneSchool and Registers for paid employees and non-departmental staff.
- Emergency Management role as per our policies and procedures.
- Archiving and disposing of records.

Postage:

- Posting/picking up the mail, in absence of School Officer.
- Postage register management.
- Distribute received mail to relevant staff.

### **Student Management:**

- Entering rolls (absent teachers).
- Student enrolments.
- Answering all enrolment enquiries.
- Print and collate enrolment packs.
- Complete the pre-enrolment checklist and quality assure enrolment application documentation is complete and present, prior to enrolment interview.
- Book enrolment interviews.
- Create and distribute letter requests.
- Provide proof of enrolment letter for Centrelink, as requested.
- Provide proof of enrolment, as requested, including parents, QATSIF, etc.
- Filing of student information.

- Assist with the issuing of Late notes via DayMap for students, as required.
- Assist with the issuing of Early departure slips via DayMap for students, as required.

#### **First Aid:**

- Assist as back up for sick bay and student services.
- Assist Sick Bay / First Aid management with the replenishing of supplies.
- Communicating with parents so that they are aware of and understand school policies and processes.
- Enrolment forms and contact details are appropriately completed and up to date.
- Data entry in OneSchool regarding contacts with parents.
- Communicate relevant information to staff.

#### **Accounts Receivable:**

- Processing payments from external parties: Including cancelling receipts, zero receipts, applying credits and reallocation.
- Completing end of day banking.
- Filing and getting sign off from BM for money banked.
- Completing credit notes and getting Principal to sign.
- Centrepay – receipt all payments received.

#### **Human Resources**

- Assist Executive with compiling and printing supply and new teacher welcome packs.
- Managing personnel information in OneSchool.
- Recording of personnel training into Registers.
- Setting up new Staff File folders and archiving left Staff File folders.
- Filling personnel documents.
- Create and manage pre-service teachers sign in/out register.

#### **Facilities**

- Assist the BM with external hire bookings of facilities.
- Receive facility booking requests for external organisations.
- Create and manage Departmental Hire agreement to be completed prior to external hire booking approval.
- Record approved external hire booking in DayMap.
- Communicate external hire bookings to cleaners via Communications Book.
- Assist staff with the entering of maintenance jobs on SharePoint, when required.
- Provide administration management for the BEMIR/Asbestos Management system.
- Create, issue and manage all contractor WAAPs, ensuring all work is signed on/off by contractors, as advised by BM or Schools Officer.
- Management of PassTab Compliance and Sign-in.
- Check and confirm of all contractor compliance documentation prior to work onsite, such as, Insurance Certificates of Currency, Licences, Professional Memberships, Trade Licences / Certification, Construction Cards, etc, as per Direct-to-Market Policies and Procedures.
- Liaise and coordinate contractor onsite works with Schools Officer and BM.
- Provide End-of-term Contractor/Works on Site list to BM, Schools Officer and Cleaners.