



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
Hours of Employment:	37.5 hours per week for 40 weeks per annum
Bargaining Agent:	NZEI / Self
Type of Contract:	Support Staff in Schools Collective Contract
Key Responsibilities:	Receptionist/Telephonist Student Database Mail and Couriers

Key Tasks	Expectations	Expected Outcomes
Manager of First Impressions	<ul style="list-style-type: none">Ensure office and reception area is tidy and welcoming.	<ul style="list-style-type: none">Visitors feel welcomed.First impressions are positive.
Communication	<ul style="list-style-type: none">Telephone duties are promptly and courteously attended to.Emails\letters are sent out as requested (start-up, parent teacher interviews, daily staff duty lists, staff pigeon holes, EOTC forms, guests' passwords, daily student notices and other tasks).	<ul style="list-style-type: none">Clients receive high quality customer care.Start-up information.
Reception areas and displays	<ul style="list-style-type: none">Displays in reception area are kept tidy and maintained.	<ul style="list-style-type: none">Reception area is welcoming.
Parent and student liaison	<ul style="list-style-type: none">Attend to general enquiries.	<ul style="list-style-type: none">Clients receive high quality customer care.
Emails communication	<ul style="list-style-type: none">Ensure email messages are cleared at regular intervals.	<ul style="list-style-type: none">Messages are cleared regularly.

Key Tasks	Expectations	Expected Outcomes
Mail	<ul style="list-style-type: none"> • Open incoming mail and distribute promptly each day. • Outgoing mail ready for courier collection each day. 	<ul style="list-style-type: none"> • Mail distributed promptly.
Couriers and Deliveries	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Courier parcels are sent and received in a timely fashion. • Accurate records are maintained.
Office Supplies	<ul style="list-style-type: none"> • Ensure office is stocked with appropriate stationary etc. – envelopes, courier bags 	<ul style="list-style-type: none"> • Envelopes, courier bags etc always available. Diaries, teacher plan books etc ordered annually.
Messages	<ul style="list-style-type: none"> • Messages to management and teachers are recorded accurately and forwarded to the person in a timely manner. 	<ul style="list-style-type: none"> • Messages are communicated effectively and efficiently.
Assist Senior Leadership Team Executive Assistant with documents and word-processing	<ul style="list-style-type: none"> • Carry out word-processing as required. 	<ul style="list-style-type: none"> • Ensure word-processing is high quality.
Staff Database	<ul style="list-style-type: none"> • Maintain up-to-date staff database, e.g. email distribution lists. 	<ul style="list-style-type: none"> • Information is up to date and accurate.
Maintain Student Records and Update	<ul style="list-style-type: none"> • Maintain student records within the student database. 	<ul style="list-style-type: none"> • Student records are kept up to date.
Student Records	<ul style="list-style-type: none"> • Maintain the student database for pupils enrolling and withdrawing • Prepare student leaving certificates as required. • Maintain leavers' records. 	<ul style="list-style-type: none"> • Student information is accurate, up to date and accessible when required • Enrolment interview times are arranged. • Student files prepared and stored/filed. • New family welcome letters etc. • Ensure leavers are recorded and filed correctly. • Email to parents Login and password details, the introduction to Deans letter and students' Atawhai leader information.
First Aid	<ul style="list-style-type: none"> • First Aid Relief 	<ul style="list-style-type: none"> • Relieving in First Aid Office every morning tea and lunchtime.

Key Tasks	Expectations	Expected Outcomes
Minivan	<ul style="list-style-type: none"> Record minivan bookings on KAMAR. Distribute school van keys as required. Maintain register of school van keys. Termly charging of mileage to faculties. 	<ul style="list-style-type: none"> 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		

General

Maintain good relationships	<ul style="list-style-type: none"> Maintain high communications with all parties. Establish and maintain good working relationships with clients and staff. Keep calm under pressure. 	<ul style="list-style-type: none"> High quality communications with clients, management and staff maintained at all times.
Teamwork	<ul style="list-style-type: none"> Contribute by sharing talents, interests and expertise. Assist others when required in meeting deadlines for the whole organisation. 	<ul style="list-style-type: none"> Contribute to the school team in meeting all organisation deadlines.
Work Environment	<ul style="list-style-type: none"> Be flexible and adaptable to changes in procedures, system and regulations. Take responsibility for meeting all deadlines. 	<ul style="list-style-type: none"> Be willing to assist others in the work environment to provide high quality service and meet deadlines.
School Developments	<ul style="list-style-type: none"> To assist as required in new developments in the school. 	<ul style="list-style-type: none"> Participate in the future developments of the school.
Personal Skills	<ul style="list-style-type: none"> 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 Word, Excel, Publisher and PowerPoint). 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