



CHRIST'S COLLEGE  
CANTERBURY

## POSITION DESCRIPTION

### **Receptionist**

#### ***Schedule of Responsibilities and Person Specification***

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**Responsible to:** Director of Advancement

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#### **Functional Relationships**

- College parents and boys
  - Members of the public
  - College suppliers and contractors
  - Executive Principal and College Executive
  - Teaching staff and Non-Teaching Staff
  - Advancement Office
  - Tourists
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#### **Purpose of the Position:**

To be the College's primary contact for telephone and personal attendance and ensure that all visitors are greeted and welcomed.

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#### **Responsibilities**

##### **The tasks include:**

##### *Visitor Arrivals and Departures*

- Greeting and directing College visitors
- Visitor induction particularly around current health and safety procedures eg Covid-19
- Maintaining sign-in system for visitors, staff and contractors for security
- Issuing keys to tradespeople and others; follow-up on returns

- Booking taxis and issuing chits for sport and cultural activities
- Ensuring Reception is well presented at all times

#### *Couriers, Mail and Pickups*

- Receiving mail, courier parcels and other deliveries
- Maintaining distribution trays for staff and offices; sorting and delivering mail for staff and Houses
- Purchasing stamps, courier tickets and processing outgoing mail, maintaining the postage log
- Processing of inbound and outbound drycleaning for staff

#### *Phones*

- Primary telephone response / answering inward calls; redirecting phone and website enquiries to appropriate staff
- Updating and distributing telephone lists when required (once a term minimum and ensuring that the College Critical lists are updated by Digital Services)

#### *Emergency/Safety Procedures*

- Operation and knowledge of the Lockdown Phone and procedure
- Collating the emergency file, House lists, first aid kit, Vis Tab tablet, CC master key, loudspeaker and delivering to the Quad in case of an emergency
- Monitoring security cameras and liaising with appropriate staff if any irregularities appear
- Monitoring student movements via the student tablet and liaising with House Masters, Health Centre, Counsellors where appropriate
- Responding to emergency calls from Counsellors and Health Centre as part of the CC safety response system
- Notifying appropriate staff of medical emergencies and liaising to arrange classroom supervision
- Collating and printing daily attendance logs by House and placing in the Emergency file before 10.30am
- Maintaining the Emergency and At-Risk file with all Health and Safety requirements including individual student medical plans as required; reviewing at least once a term
- Assisting with the Police vetting process

#### *Health and Safety*

- Organising Covid Tracing app/check in point for events i.e. Sports Day, Grandparents Day, Open Day, etc

- Issuing and maintaining the building access cards for injured students/staff
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#### *General Administration*

- Developing and printing certificates for College programmes e.g. sport, cultural, Immerse and Inspire, post/name labels
- Stationery management for the Advancement Office as required
- Updating the mailing list and sending *College* and *Register* to third parties
- Assisting the Advancement Office with certificate updates and printing
- Support for other team members, including collating of information for enrolments and scholarships
- Entering new students' College details into official 'College List' ledger
- Ordering kitchen/morning tea supplies for the Reception area
- Administering the 'No Visible Phones Policy'

#### *Sales*

- Selling tickets for College events
- Selling College memorabilia
- Tour bookings and Guide liaison

#### *Maintenance of Parking and Dining Hall Voucher Systems*

- Issuing and maintaining permanent and temporary staff parking tickets via the vehicle register
  - Maintaining Dining Hall vouchers and liaising with Finance Office
  - Other duties as appropriate and required
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#### **Ideal Person Specification:**

- The College Receptionist will have excellent interpersonal and communication skills
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#### **Other Skills Required**

- Excellent organisational skills

- Coherent understanding of Word, Excel and Google documents particularly around formatting
  - Excellent keyboard skills
  - Professional discretion
  - Ability to multi-task and prioritise
  - Ability to work unsupervised and a proactive approach
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### **General Conditions**

- The College Receptionist is required to dress appropriately for the duties being performed
  - Christ's College is an Anglican school and employees are expected to be supportive of its character and heritage
  - All staff are required to be police-vetted under the Children's Act (2014)
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