

JOB PROFILE

SECONDARY RECEPTIONIST AND OFFICE ADMINISTRATOR



Toowoomba Christian College
10852 New England Highway
Highfields QLD 4352

Telephone: (07) 4630 8444
www.tccollege.qld.edu.au



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1 SCRIPTURAL INJUNCTIONS FOR STAFF AT TCC

James 3:1

Not many of you should become teachers, my brothers, for you know that we who teach will be judged with greater strictness.

Colossians 1:28-29

²⁸Him we proclaim, warning everyone and teaching everyone with all wisdom, that we may present everyone mature in Christ. ²⁹ For this I toil, struggling with all His energy that He powerfully works within me.

Romans 12:4-7

⁴For as in one body we have many members, and the members do not all have the same function, ⁵ so we, though many, are one body in Christ, and individually members one of another. ⁶ Having gifts that differ according to the grace given to us, let us use them: if prophecy, in proportion to our faith; ⁷ if service, in our serving; the one who teaches, in His teaching.

2 THE ROLE

The Secondary Receptionist and Office Administrator is a vital role within the school's administration. The primary responsibility is to manage the reception area and to be the point of contact for Secondary staff, students and the Secondary management team under the Head of Secondary.

The Secondary Receptionist and Office Administrator will handle the confidential matters of members of the school in terms of correspondence, meetings, and the daily issues that are associated with their position. It is most important that the Secondary Receptionist and Office Administrator is able to support the Ethos and Vision of the school, and can prayerfully support the school in its decision-making and counsel.

The Secondary Receptionist and Office Administrator is expected to demonstrate the School's vision, in relation to efficiency, student welfare, public relations and customer service, in all dealings with both internal and external clients, external organisations and the School's various community groups.

3 SCHOOL BACKGROUND

The school began in 1979 in Bowen Street Toowoomba with 17 students. It moved to its current site in 1981 and has grown to over 700 students. It has set its goal to be a double stream primary, triple stream secondary school of about 800 students. The current Principal, Mr Richard Brown has been the Principal since 1992. The school desperately wants to stay committed to the word Christian as it seeks to teach a new generation of young people to serve the Living God.

4 OUR SCHOOL ORGANISATIONAL STRUCTURE

To understand the School's organisational structure refer to the [Organisational Chart on T Drive](#) / [Organisational Chart](#).

5 ACCOUNTABILITY

The Secondary Receptionist and Office Administrator is accountable to the PA to the Head of Secondary and answerable to the Head of Secondary.

6 WORLDVIEW INTEGRATION GOALS AT TCC

- a. To present the claims, truth and lordship of Christ in and through the school's academic program.
- b. To have students develop stepping stones from the subject matter to the truth of the gospel e.g. Shylock from the Merchant of Venice and the issue of vengeance – what should we do?
- c. To have students respond to the world and others like Christ did - full of grace and truth.
- d. To have staff integrating Biblical truth into their lessons.
- e. To help students appreciate the effect that Christianity has had in history and within cultures.
- f. To raise the level of understanding of God's metanarrative.
- g. To deliver a cohesive answer to the issues raised from the [Churchie](#) incident and [Elim Tragedy](#).
- h. To raise the awareness of the greatness of God over time and culture and that His marvellous plan will come.

**7 KEY SCHOOL DOCUMENTS**

All general staff will:

- a. Identify with our [Mission Statement](#) and goal for its students.
- b. Fully support the school's [Statement of Beliefs](#), and doctrinal positions of Toowoomba City Church are expressed by [Theological Positions](#) and [Truths that have shaped Toowoomba City Church](#).
- c. Embrace the School Culture.
- d. Actively support our [What is our Paradigm of Christian Education at TCC](#).
- e. Embrace [How We See Student Issues](#).
- f. [Why TCC Exists](#) and [What Our Past Graduates Should Be Saying About TCC](#).

8 ESSENTIAL REQUIREMENT

Have a current valid Working With Children Check (i.e. Blue Card) prior to commencement of employment.

9 EXPECTATIONS – WORK

The successful candidate is expected to have the following characteristics:

- a. Enjoy working in a busy area and be able to multi-task
- b. Enjoy interacting with teenagers
- c. Enjoy supporting a number of senior staff, as well as Secondary teachers
- d. Enjoy working collegially as part of the Secondary Administration team
- e. Maintain a professional and cheerful demeanour
- f. Offer quality and confidential administrative support
- g. Have an eye for detail
- h. Be interested in improving the school's systems and processes
- i. Demonstrate an ability to support and positively contribute to Toowoomba Christian College
- j. Pro-active and customer focused
- k. Proven ability to listen, empathise and effectively communicate with adults and students
- l. Proven ability to produce clear and concise written documentation
- m. Proven ability to see tasks through to completion, work independently and meet deadlines
- n. Ability to maintain confidentiality
- o. Trustworthy and accountable for the level of trust placed in them
- p. Energetic with a strong work ethic
- q. Willingness to learn
- r. Pleasant and welcoming disposition
- s. Excellent organisational skills
- t. Work well under the leadership of their manager
- u. Work as part of a team in achieving the strategic intentions of the College
- v. Report progress of assigned tasks in a timely fashion
- w. Honestly and persistently carry out a self-evaluation of all aspects of his/her role
- x. Maintain a corporate image in dress code

10 EXPECTATIONS – WORKPLACE

The successful candidate is expected to:

- a. See their work as part of their worship to God
- b. Be part of the education community and to outwork their faith on a day-to-day basis as they interact with students, staff, the public and school leadership
- c. Work for the good of the whole
- d. Serve the school in humility, patience and kindness
- e. Use their gifts and talents to serve the school community
- f. Seek reconciliation when they are misunderstood
- g. Show obvious support for the outworking of the school's mission statement
- h. See their role in maintaining the blessing of the Lord on the school (Ps 133:1)
- i. Support the goal of a liberal arts education

**11 GOALS - WORKPLACE**

- a. That all our staff will form a caring Christian community
- b. That all our staff will demonstrate to others their love for God as they seek to outwork the teachings of Christ
- c. That all staff will play their part in this community as we seek first the Kingdom of God and the expression of His glory in the earth.
- d. That TCC will be a place of *shalom*
- e. That each staff member will appreciate the work done by others in the spirit of 1 Corinthians 12

12 RESPONSIBILITIES

From time to time other duties, commensurate with your classification, skills and experience, and the needs of the school may be deemed necessary and may be assigned to you by the school.

12.1 MANNING SECONDARY RECEPTION, including:

- a. Welcoming parents, carers, visitors and students, and directing them appropriately
- b. Directing phone calls to the appropriate person, or taking messages and delivering them in a timely manner (email, phone call) according to procedures
- c. Processing early Sign Outs
- d. Recording appointments for students who are seeing senior staff members through Secondary Reception.
- e. Maintaining both general secondary noticeboards
- f. Creating posters for upcoming events (including timetable changes due to the events) and displaying on noticeboards, forwarding to PA to the HOS for Assembly.
- g. Processing room booking requests
- h. Managing Secondary lost property, including returning named items to students
- i. Lockers – including allocation to students, maintenance requests, locker key distribution and hand-back
- j. Managing students who arrive at Secondary Reception for discipline reasons or who are upset
- k. Maintaining up to date print copy of parent contact details and Form Group rolls – in case of power outage for emergencies
- l. Collecting photocopy paper from College Reception and refilling paper in both photocopiers at the end of each day and during the day as needed
- m. Cleaning the 16-block kitchenette and emptying the bin at the end of each day and during the day as needed
- n. Crossing duties as per Duty Roster
- o. Vacuuming reception and entry as needed
- p. Collecting Secondary mail from the tray in the lunchroom in the admin building each day
- q. Delivering messages from parents to students
- r. Helping to setup for parent and student events
- s. Proof-reading, including reports and Year 12 Certificate data entry
- t. Supporting Secondary School teachers – including photocopying, laminating, calling parents on their behalf
- u. Supporting the PA to the Head of Secondary
- v. Update pigeon holes and staffroom desk labels when a change of teacher occurs
- w. Short-term cover for administration staff in other buildings if needed (eg: due to illness)

12.2 PROVIDING ADMINISTRATIVE SUPPORT FOR THE DEPUTY HEAD OF SECONDARY, including:

- a. Working with the Deputy Head of Secondary to organise internal cover and relief teachers for absent teachers – including updating Edumate with daily changes, displaying room changes on noticeboards, creating folders for relief teachers, collecting their pay forms, maintaining up-to-date relief teacher lists
- b. Organising meetings with students, parents and/or external organisations for the Deputy Head of Secondary
- c. Entering Incident Reports and Detention paperwork into Edumate and emailing to parents as instructed
- d. Year Twelve Jerseys – including working with students to choose design, letter to parents, checking payment has been received



- 12.3 PROVIDING ADMINISTRATIVE SUPPORT FOR THE DIRECTOR OF SPORT AND CULTURE, including:
- a. Student culture events. Duties include:
 - i. Setting up for the events
 - ii. Making any necessary timetable changes and booking rooms
 - b. Year 12 Milestone events, including start of year brochure, Henry Martyn Dinner, Augustine Retreat and Elisha Afternoon. Duties include:
 - iii. Creating and sending invitations
 - iv. Letter and online permission form to parents and carers
 - v. Setting up for the event
- 12.4 PROVIDING ADMINISTRATIVE SUPPORT FOR THE CAREERS OFFICER, including:
- a. Work experience – including student and employer feedback, creating the previous term’s summary via photos slides for Assembly PowerPoint
 - b. Updating online careers-related surveys for students
 - c. Updating Surveys for TAFE at School, SET Plan, QTAC etc.
- 12.5 ASSISTING THE FORMAL COORDINATOR, including:
- a. Creating and sending invitations
 - b. Online Guest Request survey
 - c. Setting up for the event
 - d. Letter and online permission form to parents and carers
- 12.6 WORKING WITH THE PA TO THE HEAD OF SECONDARY ON NON-SPORT-RELATED EXCURSIONS AND CAMPS:
- a. Update Edumate with rolls and survey data
 - b. Following-up outstanding permission responses and additional paperwork required from parents
 - c. Collating excursion folders and handover with coordinating teacher
- 12.7 PROVIDING ADMINISTRATIVE SUPPORT FOR OTHER TEACHERS IN POSITIONS OF ADDED RESPONSIBILITIES, AS ASSIGNED BY THE HEAD OF SECONDARY

**13 OTHER INFORMATION**

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| 13.1 | HOURS | A full time non-teaching position at TCC consists of 38 hours a week.

The number of days, and starting and finishing times are as specified in the Offer of Employment. |
| 13.2 | HOLIDAYS | As specified in the Offer of Employment and Terms and Conditions of Employment. |
| 13.3 | MEETINGS | Staff are expected to be present and participate in all meetings called by the school where their presence is required. |
| 13.4 | TRAINING | The school provides opportunity for individual and group professional development. |
| 13.5 | REVIEW PROCESS | This document will be reviewed and adjusted regularly as more definition is needed and adjustments made to this Job Profile. The position can be reviewed by the Head of School or Principal. Staff will be issued the latest electronic version of their Job Profile. |
| 13.6 | STANDARDS | Staff will be expected to uphold and abide by the standards of Toowoomba Christian College as outlined in the Terms and Conditions of Employment. |
| 13.7 | REMUNERATION | The Remuneration details are enclosed with the Offer of Employment to the successful candidate. |
| 13.8 | TENURE | The tenure of this position is in keeping with the Terms and Conditions of Employment. |
| 13.9 | RESIGNATION | It is expected that staff will make their resignation effective at the end of a school term and not part way through. |
| 13.10 | TERMS AND
CONDITIONS OF
EMPLOYMENT | The Terms and Conditions of Employment for the position are made available to the successful candidate prior to them accepting the position. |