



## Position Description

<b>Position Title:</b>	Reception and Administration Assistant
<b>Employment Status:</b>	Full time
<b>Reporting to:</b>	Finance and Administration Manager
<b>Direct Reports:</b>	Nil
<b>Date:</b>	October 2024

### 1. MISSION OF THE COLLEGE

Newman College is a Roman Catholic co-educational residential College affiliated with the University of Melbourne. The Society of Jesus, the Jesuits, are responsible for the administration of the College.

### 2. VALUES

The College's fundamental purpose is to foster the intellectual, ethical and spiritual life of its members, to enable them to become effective leaders in the community, mature in faith and committed to justice. The College seeks to assist its members in achieving the highest standards in their personal lives, in their studies and in the professions they will enter, standards based on Catholic and Jesuit values and showing a genuine compassion and respect for others.

### 3. ORGANISATION CONTEXT

The Society of Jesus is responsible for the administration of the College. The 1925 Agreement ('Pact') between the Archdiocese of Melbourne and the Society of Jesus concerning the administration of Newman College was most recently renewed in 2012. Opened in 1918, the College now has around 280 residential students – undergraduate and graduate, drawn from metropolitan and regional Victoria, interstate and overseas. Staff currently in residence at the College include, the Provost, the Deputy Provost, the Dean of Students, the Dean of Studies, the Rector, and the Jesuit Community.

The administration, finance, discipline, general welfare, and studies of the College are overseen by the College Provost who is appointed by the Archbishop of Melbourne upon the recommendation of the Provincial Superior of the Society of Jesus and in consultation with the College Council. The Provost administers the College subject to the rules and regulations drawn up in accordance with the Catholic and Jesuit ethos and tradition and approved by the Rector, the Archbishop, and the Council of the College.

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### 4. THE SCOPE OF THE POSITION

The Reception and Administrative Assistant is responsible for supporting the daily administrative and operational functions of the College, with a primary focus on student services, event administration, access keys administration, record-keeping and general office tasks. This role involves supporting various functions of the College to ensure efficient handling of logistical, organisational, and communication-related activities.

### 5. KEY ACCOUNTABILITIES

#### 1. Reception:

- Serving as the first point of contact at the reception desk including student requests, answering queries, welcoming guests and visitors, prospective students and handling phone inquiries.
- Maintaining a clean and well-organised reception area including tearoom and surrounding areas and ensuring a welcoming atmosphere.
- Checking duty tutor and night porter reports daily and updating the duty tutor and night porter information folders including keeping lists, phone numbers, timesheets in stock.

#### 2. Student Services

- Ensuring smooth entry and exit processes for students at the beginning and end of each semester, including liaising with IT staff, keys administration, room inventory, SAFE forms and distributing and collating entry and exit forms.
- Updating returned Newman policy documents from students and staff in the Synergetic system. Generating reports and follow up.
- Updating the student movement worksheet at the start of the semester, during the semester and end of the semester.
- Allocating fee-paying parking spaces at students' request and issuing gate remote access and maintaining related records for invoicing and audit.
- Capturing and updating all student photos at the commencement of each semester for circulating.
- Notifying IT staff to create accounts for new students.
- Administering packed lunch, and early and late dinner requests through cognito form and in collaboration with kitchen and Senior Leadership Team requests.

#### 3. Keys Administration:

- Issuing and tracking keys for residents, staff, and conference attendees.
- Ensuring keys are returned and conducting regular key audits.
- Organising replacement keys as needed.
- Organising keys for conference attendees.

#### 4. Event Administration:

- Organising and recording lunch and dinner invitations for "High Table" guests.
- Maintaining the college's electronic calendar, recording events, and room bookings.
- Assisting in coordinating logistics for college events such as catering, invitations, and guest management.
- Supporting the Dean of Studies with the preparation and distribution of the weekly College newsletter during the semester.

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### **5. Survey Administration:**

- Preparing and collating student surveys via Cognito Forms.
- Tracking non-returned surveys and maintaining records for potential administrative charges.

### **6. Mail and Communication Management:**

- Sorting, distributing and redirecting incoming mails and parcels to relevant recipients.
- Monitoring and redistributing emails from the College's general inbox to appropriate personnel.
- Assisting with dinner invitations to college events, recording RSVPs and allocation of tables via Synergetic system in conjunction with the Senior Leadership Team.

### **7. General Administration:**

- Ordering office supplies, flowers, catering, and arranging couriers as needed.
- Handling photocopying and filing.
- Accurately and effectively documenting administrative processes and procedures.
- Reporting photocopier issues and repairs to IT staff and working with technicians for repairs.
- Ensuring the upkeep of the College's Synergetic Community database.
- Maintaining the fire roll call list and ensuring it is readily accessible in case of an emergency.
- Additional responsibilities requested by the Finance and Administration Manager.

## **6. KEY SELECTION CRITERIA**

### **1. Strong organisational and time management skills**

- Ability to manage multiple tasks and priorities efficiently in a multi-functional environment and consistently meet deadlines.

### **2. Administrative experience**

- Experience in reception duties, front desk management and general administrative duties in a busy office environment.

### **3. Excellent Communication Skills**

- Ability to communicate professionally and respectfully with all members of the College community and external stakeholders.
- Experience in assisting with newsletters, administering event invitations, and collaborating with various work teams.

### **4. Proficiency in Office software and digital tools**

- High level of proficiency in using Office 365 and advanced level in Word and Outlook.
- Experience with Cognito Forms, electronic calendar management, or any student management system is highly desirable.
- Demonstrated ability to quickly adapt to new systems and tools used for data and security management.

### **5. Problem-solving and initiative**

- Ability to take initiative and manage unexpected situations, such as replacing lost keys or resolving scheduling conflicts, efficiently and professionally.

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### **6. Customer service and interpersonal skills**

- Strong interpersonal skills with the ability to provide excellent customer service to students, staff, contractors and visitors.

### **7. Knowledge of Health and Safety Procedures**

- Awareness of health and safety protocols, including maintaining fire roll call list.

### **8. Flexibility and Teamwork**

- Ability to work both independently and as part of a team, with a flexible approach to taking on additional tasks as requested by the Finance and Administration Manager.

### **9. Ethics and Integrity:**

- Proven ability to manage sensitive and confidential information with discretion.

## **7. POSITION DESCRIPTION ACKNOWLEDGEMENT**

I have received, and fully understand the position description Reception and Administration Assistant. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_