



Position title: Receptionist / Administrative Assistant
Reporting to: EA to Director of Business
Hire Type: Fixed Term Contract, Part-time, Term time only
Prepared: June 2025

Overview

Mentone Grammar sets the benchmark for outstanding coeducation from Kindergarten to Year 12. The School is open entry, drawing students from local Bayside and surrounding suburbs. Our renowned Together-Apart-Together model, supported by our campus structure, creates the ideal environment to support students at every age and stage, which has resulted in strong growth and a thriving coeducational community. Mentone Grammar is committed to empowering every student to find their own definition of Happy, Healthy and High Achieving.

Values

Caring – We look after ourselves, our friends, and our families. We support and encourage each other. We can care for everyone in some way.

Discipline – We form good habits to help us achieve high standards. We have high standards of social behaviour, dress, time management and work ethic.

Endeavour – We strive to do well even if it's hard work. We have the courage to stand up for what we believe in.

Integrity – We know what is right and wrong and act accordingly. People can rely on us to do what is right.

Resilience – Whatever bad times we go through we can bounce back again. We can seek help to "let go" of what is stopping us from being "ourselves".

Respect – We value other people and their thoughts and feelings. We listen to them, are truthful towards them and accept them as individuals.

Service – We work voluntarily to help others without expecting anything in return.

Primary Purpose of the Role

Reporting to the EA to the Director of Business, the Receptionist works closely with other front office staff to ensure smooth and effective day-to-day running of the main reception desk.

The Receptionist will interact with a cross-section of the School community, including, but not limited to staff, parents, students and external service providers to the School.

Main Responsibilities

The following responsibilities are not exhaustive, nor necessarily in order of priority, but are indicative of the range and nature of the role.

- Personally greet all visitors to reception including visitors, parents, students and staff and ensure that appropriate security measures are followed (follow Passtab procedures).
- Answer all incoming calls professionally and direct these calls appropriately.
- Ensure the boardroom and reception area is maintained to the required standard.
- Manage ordering process / maintain general stationery supplies.
- Manage the annual corporate stationery order (letterhead, envelopes, folders etc).



- Respond to emergency calls and promptly notify appropriate parties as per protocols.
- Arrange transport services as required (e.g. ordering taxis and hiring of vehicles for excursions).
- Raising of Purchase Orders for various suppliers as well as maintenance of records
- Manage multiple email inboxes and action as required
- Manage school bus administration spreadsheets, payments and enquiries as required
- Process payments via Eftpos (such as school fees, camp payments etc)
- Booking and maintenance of boardroom and other meeting rooms throughout the School
- Handle outgoing and incoming mail (including organising the booking of courier services as required)
- General administration duties and tasks as required.
- Liaise with Maintenance team to log and report issues requiring attention and resolution,

Other Duties

- Perform various other duties as requested by your manager and / or the School

Key Relationships

EA to the Director of Business	Director of School Operations
Director of Business	Staff
Students	Heads of Faculty
Heads of Campus	Parents
Suppliers	

Experience, Knowledge & Skills

- Strong reception experience and office administration skills
- Polished communication skills with a high attention to detail.
- Excellent presentation and impeccable phone manner
- Sound customer service skills
- High level discretion and confidentiality essential.
- Demonstrate appropriate interpersonal skills when dealing with various stakeholders (parents, teachers, students, visitors etc)
- Well-developed multi-tasking skills
- Ability to work under time pressures whilst continuing to prioritise and perform effectively
- Ability to develop positive, collaborative working relationships with other team members
- Possess a 'can-do' attitude and an ability to remain calm and in control
- Strong computer skills (Microsoft Office Suite)
- Genuine interest in working in an educational environment
- Good sense of humour and a team player who is willing to contribute to the broader life of the school.

Qualifications

Required

- Current Employee Working with Children Check
- National Crime Check

Competencies, Behaviours & Attributes

- Possess a positive outlook, exceptional interpersonal skills and high emotional intelligence with demonstrated ability to build authentic, collaborative and productive relationships
- Accountable for their work and their actions and have a high concern for the quality of their own work, reflected in a sense of urgency and a high attention to accuracy and detail



- Effective conflict resolution and negotiation skills
- Ability to take initiative within prescribed limits
- Ability to deal with people with tact and diplomacy
- Ability to establish and maintain positive working relationships both internally and externally
- Ability to perform under pressure
- Ensure adherence to all School policies, procedures and the organisational goals, values and principles
- Ensure the appropriate care and use of School assets and equipment at all times
- Positively and actively demonstrate the School's workplace values

Mentone Grammar Policies: Risk Management, Occupational Health and Safety and Child Safety

Staff are expected to:

- Adhere to and implement all working practices and procedures in accordance with Mentone Grammar School's Risk Management and Occupational Health and Safety Policies
- Monitor and take full care of health and safety of self and others within area of responsibility
- Participate, where required, in the resolution of safety issues
- Ensure familiarity and compliance with the School's Child Safe Policy, Code of Conduct and Procedures.

Child Safe Standards

Mentone Grammar has a zero-tolerance policy for child abuse and is committed to promoting child safety, children's wellbeing and protecting children from abuse.

- Mentone Grammar (the School) is committed to protecting its students from all aspects of harm, and has established strategies, practices, policies, and procedures to uphold this public commitment.
- The School takes a zero-tolerance approach to any behaviours that jeopardise student safety and wellbeing (including child abuse and reportable conduct). The School regards its student safety responsibilities with the utmost importance and strives to deliver an educational curriculum that promotes the School's ethos, vision, and values of Caring, Respect, Integrity, Endeavour, Service, Discipline and Resilience.
- All members of our Community must comply with Mentone Grammar's Student Safety and Protection Policy and Procedures and its associated policies. The policies were developed in accordance with Ministerial Order No. 1359 – Implementing the Child Safe Standards – Managing the Risk of Child Abuse in Schools and Boarding Premises.

Mentone Grammar Policies can be found at: www.mentonegrammar.net/policies

Disclaimer

The Principal reserves the right to modify the recruitment process based on the needs of Mentone Grammar. The purpose of this description is to serve as a general summary and overview of the major duties and responsibilities of the position. It is not intended to represent the entirety of the position nor is it intended to be all-inclusive. Therefore, the position may be required or requested to perform other work duties not specifically listed herein. Mentone Grammar School reserves the right to modify this job description in consultation with the incumbent from time to time depending on the operational needs and requirements of the School.