

Administration Officer and Receptionist Position Description

Fahan School Background

Founded in 1935, Fahan School is an independent, non-denominational, values-based school for girls from Kindergarten to Year 12. Located on a single, spacious campus in Sandy Bay, just minutes from central Hobart, Fahan is known for academic strength, strong values, and a personalised approach to education.

Intentionally small, Fahan offers a connected and collaborative environment where students and staff share a strong sense of community. Every student is known, and every staff member plays a part in helping each girl develop the knowledge, skills and confidence to thrive - at school and beyond.

Fahan combines a rigorous academic program with a broad co-curricular offering across sport, the arts, leadership, and service. Student wellbeing is embedded in all aspects of school life, ensuring each girl is supported to achieve and to lead with integrity and resilience.

The School's motto, Light Come Visit Me, reflects our commitment to spark curiosity, foster character and guide each student towards her own version of success.

Philosophy

Fahan School is dedicated to excellence in education for girls and the realisation of each student's potential, providing a balanced curriculum encompassing academic, cultural, physical and practical areas of learning.

Our Vision: A future defined by courage, kindness and a love of learning.

Our Mission: Ignite curiosity and confidence to thrive in a changing world.

Our Values: Our values represent the deepest beliefs and sentiments to which we can aspire, and they shape our School Community.

Learning

We embrace challenge, effort, and feedback as part of the learning journey, celebrating diverse pathways, and valuing learning that extends beyond the classroom.

Spirit

We bring energy, care, and pride into our community, showing up, speaking up, and demonstrating courage even when it's hard. We celebrate together, support one another, and honour tradition while making space for change.

Community

We thrive through connection and contribution, building trust through kindness, respect and inclusion. We give back and grow together as we listen, share, and uplift one another.

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Position Description

The Administration Officer and Receptionist provides professional, welcoming and highly responsive customer service and administrative support to the Fahan School Community.

As the first point of contact for students, parents, staff and visitors, the role delivers consistently high standards of customer service, manages enquiries and communications, ensures compliance with visitor and child safety requirements, and supports student wellbeing through first aid and duty of care responsibilities.

Working collaboratively within the administration team, the position coordinates student absence procedures, supports teaching and learning through administrative services, manages School resources including mail, supplies and bus services, and assists with events and emergency procedures. The role also supports key financial processes such as receipting, internal costings, purchase orders and creditor administration, contributing to the smooth, safe and effective operation of the School.

Reports to: Director of Business and Risk

Primary Responsibilities

Receptionist Duties:

1. Deliver consistently excellent customer service, communication and care to the students, staff and community of Fahan School.
2. Provide professional, warm, courteous customer service that is highly responsive to all members of our School Community as well as the general public.
3. Act as the first point of contact for incoming visitors, telephone calls and messages, ensuring that all enquiries are accurately understood, handled and responded to by the appropriate area of responsibility. Ensure all visitors to the School adhere to School requirements including sign in procedures and necessary Working with Vulnerable Persons registrations.
4. Ensure timely, clear and effective communication with all parents and carers as required including in the event of student illnesses, appointments and absences.
5. Support the sending of approved School communications to our community, both internally and externally, where required.
6. Undertake first aid for students and staff as required, assist in the management of the first aid room including restocking of first aid kits.
7. Support all emergency procedures.
8. Maintain the Reception area to a high standard of tidiness and neatness.
9. Assist with duty of care of students at the end of the School day and other times that may be required.

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Administration Duties:

1. Work collaboratively and effectively within the administration team providing high quality support to the Office and School.
2. Act as central point for student absences ensuring the effective operation of student absentee procedures.
3. Liaise with senior teaching staff to follow up on all unreported absences, and contact parents to ensure they are appropriately informed.
4. Assist the Office and teaching staff with high quality administrative support including word processing, photocopying, scanning and laminating when required.
5. Assist in the administration of School resources and managing supplies including supporting purchasing, proper storage and control.
6. Administration includes management of the School's bus services for day to day scheduling for before and after school routes and excursions.
7. Administer the School's mail (inwards and out) and freight to ensure accurate and complete distribution of items, including accepting and signing for School deliveries and assist in the distribution of these items to appropriate staff and locations.
8. Administrative support for teaching and learning needs.
9. Support financial processes including the receipting of payments for School goods and services, and provide additional financial support for processes such as internal costings for the use of School resources (e.g bus, laminating, fuel), raising purchase orders and providing creditor support.
10. Undertake other such duties as may be required from time to time by the Principal or Director of Business and Risk.

Personal Characteristics:

- Passion for working in a student-based environment and commitment to the vision, mission and values of Fahan School.
- High levels of personal integrity and confidentiality, credibility and honesty.
- Respect for and acceptance of differences in students, parents and staff.
- Empathy, enthusiasm, commitment and highly motivated to contribute.
- Ownership and concern for quality in work reflected in accuracy and attention to detail.
- Effective in a collaborative team environment; establishes a rapport and builds strong relationships.
- Flexible and has an ability to adapt and operate effectively in a challenging and changing environment.
- Strong commitment to deliver exceptional service.

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- Excellent personal presentation with a professional, positive, warm and welcoming disposition.
- Take appropriate care to always represent the School in a professional manner (in conduct, appearance, speech, dress, etc).

Selection Criteria

1. Relevant customer service and/or administration qualification or significant other relevant work experience.
2. Highly developed customer service and/or administration skills with significant experience in a busy, complex organisational environment with multiple stakeholders.
3. High level of interpersonal communication skills and ability to communicate with a wide range of people: staff, parents and students.
4. Demonstrated experience in the use of databases and computer-based applications, including word processing and spreadsheets.
5. Be able to provide and hold the essential requirements noted below.

Essential Requirements

- Hold and maintain a valid Working with Vulnerable Persons Registration in Tasmania.
- Satisfy requirements of a National Police Check.
- Provide three referees including at least two prior employment positions.
- Hold permanent Australian residency or equivalent work visa.
- Hold a current First Aid Certificate or ability to attain.

Desirable Requirements

- Experience in Schools
- First Aid Certificate

Remuneration and Employment Details

- Part time ongoing - 4 days a week (30.4 hours a week/60.8 hours per fortnight)
- Hours: 8:00am - 4:30pm
- As classified under the Educational Services (Schools) General Staff Award 2020 and the General Staff EBA or its replacement.

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Work Health and Safety

- Comply with the requirements of all applicable Work Health and Safety legislation and Fahan School Work Health and Safety policies and procedures.

Code of Conduct

- Abide by Fahan School's [Employee Code of Conduct](#) in the performance of all duties.
- Maintain high standards of personal and professional conduct.
- Exercise discretion and maintain the confidence of the Fahan School Community concerning the activities of the School.

Child Safety

The level of contact with children in this role is high and there must be adherence and a strong commitment to Fahan School's [Child Safe Program and Policies](#). Our Child Safe Policies demonstrate the School's strong commitment to the Child and Youth Safe Standards, the National Principles for Child Safe Organisations (National Principles) and child safety, and provides an outline of the policies and practices that we have developed to keep our students safe, including from abuse or other harm.