Ascham School







Receptionist – Senior School

Position Description

Receptionist – Senior School

Department: Deputy Head of School

Reports to: Deputy Head of School

Our School

Ascham School is an independent girls' school without religious affiliation, located in Edgecliff, Sydney. Educating girls from Prep to Year 12, with boarding at the heart of School life since 1887. Ascham is proudly the only Dalton Plan school in Australia. Its principles of independence, collaboration, responsibility and reflection shape every girl's learning, with small classes and teachers who have their own classrooms. Ascham is a school known for its exceptional academic program, inclusivity and inspiring environment for day and boarding students.

We value staff who demonstrate a positive, proactive approach to their work and have a willingness to participate in the life of the school. We look for energetic, dedicated and capable staff who are full of ideas; embrace a fast-paced environment; and demonstrate initiative, empathy and professionalism to help the school achieve its strategic objectives.

Job Description

Senior School Reception is open from 8.00am to 4.00pm, Monday to Friday during term time, with reduced hours during non-term time periods.

As the first point of contact for students, parents, staff and visitors, the Receptionist provides warm, professional and efficient reception and administrative support to the Senior School. Collaborating with colleagues across the School, the Receptionist also contributes to the smooth day-to-day operation of the Senior School while supporting effective communication, organisation, and student wellbeing.

Central to the role is creating a welcoming and positive experience for students, families, staff, visitors, and prospective parents, ensuring enquiries are managed efficiently and directed to the appropriate person or area. As a key member of the school community, the Receptionist plays a key role in representing Ascham and fostering strong relationships across the Years 7-12 community.

Core Job Role Accountabilities

- Provide a warm, professional, and welcoming experience for students, families, staff, visitors, and prospective families, serving as the first point of contact for the Senior School.
- Manage the day-to-day operations of the Senior School reception area, responding to enquiries via phone, email and in person.
- Work collaboratively with reception colleagues across the Senior School, Fiona, and Hillingdon campuses to deliver consistent and high-quality administrative support.
- Coordinate records management, filing systems, notices, timetables, and other administrative processes to support the smooth operation of the school.
- Provide First Aid support to students and consult with the Ascham Health Centre, families and staff as required.
- Manage visitor access, contractor sign-in procedures and other security, compliance, and emergency management requirements.
- Process mail, deliveries, purchase orders, invoices, and payments, while supporting the preparation and distribution of school communications and materials.
- Provide administrative support to school leaders and undertake other duties to support the effective operation of the school.

Mandatory Requirements

- A friendly, professional, and customer-focused approach, with the ability to create a positive first impression and function as an ambassador for the School.
- Exceptional interpersonal, written, and verbal communication skills, with the ability to build positive relationships including remembering names, with students, families, staff, and visitors.
- Strong customer service and reception experience, with excellent communication skills, professionalism, discretion and sound judgement when managing enquiries and sensitive information.
- High emotional intelligence, with the ability to navigate challenging situations, respond calmly and appropriately, and recognise when matters require timely escalation.
- Excellent organisational skills, attention to detail and the ability to manage competing priorities in a busy environment.
- Proven ability to work independently and collaboratively as part of a team while maintaining high standards of service.
- Strong administrative and technical skills, including maintaining accurate records and proficiency in Microsoft Office applications.
- An understanding of school operations, visitor management, security, and compliance requirements, including reception and sign-in protocols.
- A current First Aid and CPR Certificate and a valid NSW Working with Children Check.

Acknowledgment
I have reviewed this position description and understand the duties and responsibilities of the role.

Name	
Signature	
Date	