Trinity Grammar School is currently seeking an enthusiastic and dynamic individual to provide exceptional customer service and reception duties.

You will be greeting parents, students, suppliers and members of the wider community both face to face and on the telephone, so a friendly personality is of paramount importance. You will have excellent communication skills across a wide range of social media platforms.

The successful candidate will possess superior organisational skills, initiative, common sense and a willingness to learn and progress, whilst acknowledging that some tasks may be mundane and others quite challenging. We are looking for a motivated and pro-active person who is enthusiastic, with a willing “can do” attitude. An appreciation of confidentiality in the workplace is essential.

Candidates should have a competency in Microsoft Office Suite, excellent grammar and spelling, and good communication skills. Strong keyboard, touch typing and word processing skills will be highly regarded. Training will be provided in school-specific software packages.

General Information

Trinity Grammar School is the largest Anglican Boys’ day and boarding School in NSW with an enviable reputation and tradition for serving the educational needs of boys and young men over a number of generations. The School has campuses located in Strathfield (Preparatory School), Summer Hill (Senior, Middle and Junior School), Lewisham and Field Studies Centre at Woollamia. Since its founding in 1913, Trinity has forged a reputation for outstanding academic results, a caring pastoral programme and an emphasis on both traditional and community sports. Trinity has an enrolment of some 2000 boys.

The Senior School is a member of the Combined Associated Schools of New South Wales and joins in the CAS Sports competition, while the Preparatory School and Junior School are members of the Independent Primary Schools Heads of Australia and participates in the IPSHA Sports and Cultural activities.

All members of staff are appointed by the Head Master and they are responsible to him for the overall performance of their duties. The Head Master delegates his authority to senior staff members for the effective management of the School.

Mission Statement

The mission of Trinity Grammar School is to provide a thoroughly Christian education for its boys, imparting knowledge and understanding of the world we live in, and recognising the importance of spiritual qualities in every sphere of learning and living. The School actively encourages its students to grow in wisdom and stature and in favour with God and man.
1. **Primary Objectives.**

The Community Relations Officer is expected to:

1.1. Support the Senior Master (Summer Hill Campus), Director of Campus Administration and Community Relations Manager in all of their roles and, under their direction, to carry out a complete range of support functions.

1.2. Support the School by responding to all enquiries in a prompt, courteous and professional manner.

1.3. Initiate and develop relationships with a wide variety of people, showing interest in and understanding of others’ needs and concerns.

1.4. Foster open communication by ensuring a smooth flow of information between self and others through clear speaking and writing, encouragement of open expression of ideas, effective listening and sharing of techniques.

1.5. Support the operations of the School as required.

2. **Shared Values.**

All organisations have a culture that is built on the shared values of its people. It is an expectation that employees will strive to uphold the values that are fundamental to the School, which include:

2.1. Empathy – be supportive of the needs of staff, students and the wider school community.

2.2. Efficiency – setting priorities to work effectively with minimum supervision

2.3. Drive and commitment – sets high personal standards of performance, strives for results and success

2.4. Positive attitude – is positive in approaching and undertaking all duties

2.5. Timeliness – completes tasks in accordance with set timeframes

2.6. Professional development – participates in required professional development and demonstrates application of skills learnt

2.7. Continued support of School ethos

3. **Essential Skills/Specifications.**

Minimum skills required for this role include:

3.1. Proficient in Microsoft Office Suite

3.2. Demonstrated professional commitment to communications (including online media)

3.3. Excellent spelling and grammar

3.4. Excellent oral and written communication

3.5. Proven experience handling confidential matters

4. **Performance Indicators.**

Performance Indicators are a means of assessing and evaluating the characteristics of services, processes and operations of roles. These include:

4.1. Accuracy: demonstrates an acceptable level of accuracy in relation to all written and verbal communications with regard to position held

4.2. Adaptability: demonstrates confidence, maturity and flexibility in response to work challenges. Is open to feedback and change

4.3. Confidentiality: ensures the confidentiality of all information and only disclose to others with prior consent

4.4. Protocols: complies with codes of behaviour, policies, procedures and business etiquette

4.5. Propriety: personify the shared values

5. **Review Procedures**

5.1. A formal review will occur from time to time and be supported by on-going informal appraisals.
6. **Specific Duties. Receptionist**
   6.1. Positive and efficient engagement with our Community through the management of the Switchboard
   6.2. Communication of messages to Staff and Students and the wider Community through various media
   6.3. Maintain the Visitors’ Register
   6.4. Liaison with parents, staff, students, the wider school community
   6.5. Maintenance of the Daily Activities

7. **Support to Summer Hill Campus**
   7.1. Assist the Senior Master (Summer Hill Campus) and Director of Campus Administration in the management of the Summer Hill Campus
   7.2. Maintenance of electronic databases and other files
   7.3. Communication with appropriate staff and others on relevant issues
   7.4. General administrative duties ie. photocopying, filing, equipment ordering, laminating, mail outs
   7.5. Provide support for various School Community groups as directed
   7.6. Communication with appropriate staff and others on relevant issues
   7.7. Such other duties as may be required consistent with the job-holder’s knowledge, skills and abilities

All applications must be:  
> made on the School’s standard form;  
> completed onscreen and then printed, **single-sided**;  
> accompanied by a resume; and  
> lodged without binding or stapling with:

The Head Master’s Secretary  
**Trinity Grammar School**  
PO Box 174  
Summer Hill NSW 2130

DOWNLOAD APPLICATION