



Position Description

Position name	Assistant Receptionist / Administrator
Position reports to	Director of ICT
Tenure	Permanent, part time
Date	April 2025

About St Margaret's

St Margaret's College offers a unique education for girls from Year 1 through to Year 13 for boarding and day girls. We have a dual pathway with NCEA and the International Baccalaureate Diploma programme and a strong emphasis on wellbeing and pastoral care as well as academic success. With a commitment to holistic education, balancing academic excellence with a multitude of co-curricular opportunities, St Margaret's College encourages students and staff to discover their passions and be the very best they can be.

A St Margaret's College education is founded on Anglican values with a focus on service and wellbeing and offered within a modern school environment promoting diversity, innovation, and sustainability. Each student is set up for success, joining a global alumni network of wāhine toa with the courage to embrace change, the confidence to lead, the desire to learn, and the drive to make a positive impact on the world.

Our Vision

To create empathetic, confident and connected global citizens who value personal excellence and strive to make a positive difference.

Our Purpose

Empowering girls to learn, live and lead.

Our Values

Integrity – Kia pono, Excellence – Kia kairangi, Resilience – Kia manawaroa, Equality – Kia tōkeke, Higher purpose – Te pūtake.

Position Purpose

To be the welcoming first point of contact for all students, parents, staff and visitors to St Margaret's College. Provide exceptional customer service while efficiently managing phone calls and various administrative tasks, supporting the effective operation of the school.

Key Accountabilities

Accountability	Expected deliverables
Reception and visitor assistance	<ul style="list-style-type: none"> Greet all visitors and effectively manage requests and enquiries Answer phones and direct calls to the appropriate person Assist students with any enquiries, for example Café cards, timetables, etc Ensure messages are distributed in a timely manner Maintain the reception area to ensure it is tidy and inviting
Professional Development coordination	<ul style="list-style-type: none"> Book training, accommodation and travel for approved professional development Arrange travel insurance for international travel as required Reconcile credit card for bookings
Community Relations Administration and Support	<ul style="list-style-type: none"> Yearbook content management Manage postal list for school magazine Management of tutor, sports and arts photos Merchandise stocktakes Create and format power point presentations for prizegiving's and other special assemblies General proofreading
General Administration	<p>Support the lead receptionist with following duties:</p> <ul style="list-style-type: none"> Distribute all incoming mail and process outgoing mail Co-ordinate courier parcels Liaise with DX mail (and courier companies) regarding holiday mail deliveries and collection Provide printing and photocopying services as required to staff Arrange the maintenance of photocopiers throughout the school and the necessary consumables and supplies Order and distribution of office stationery supplies Manage small/valuable lost property and return to owner File any paperwork as required either manually or electronically Manage any mail outs for the school Manage secure destruction via Mastagard Ensure drivers licence records are kept up to date for anyone driving school vehicles, including ensuring all licences are current Lead the activities that are required to set up/close down the beginning and end of year term activities and each term activities Manage the internal classroom and facilities bookings
Academic/student Administration	<p>Support lead receptionist with following duties:</p> <ul style="list-style-type: none"> Charge items to student accounts as necessary Maintain a record of confiscated items, including emailing parents for a mobile phone, and keep them safe until collected by student. Email students at end of term to collect any unclaimed items Process the exam papers for the internal/practice exams
Being part of the St Margaret's team	<ul style="list-style-type: none"> Actively, collaboratively and positively participate as a member of the administration team Proactively look for opportunities to improve processes

	<ul style="list-style-type: none"> • Perform any other duties as reasonably required by the Director of ICT • Comply with and support all health and safety policies, guidelines and initiatives • Ensure all incidents, injuries and near misses are reported into PeopleSafe • Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct
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Functional Relationships

- Students
- Parents
- All school staff
- Trust Board, Old Girls and Foundation members
- Visitors to the school

Qualifications & Experience

- Ability to quickly establish credibility, have a personal impact and build excellent working relationships, mindful of the special character of the school
- Experience working in a similar customer facing role ideally in an education setting
- Demonstrated experience preparing power point presentations for a range of audiences
- Competent database and administrative skills
- Exceptional interpersonal and communication skills
- Computer literate in an Apple environment
- Attention to detail and a high level of accuracy, ideally with proofreading experience
- Strong organisational skills with the ability to multitask and prioritise work effectively in a busy, complex environment
- Able to work as part of a team and autonomously
- Able to maintain confidentiality and professional at all times
- Flexible and adaptable to changing priorities
- Ability to think on their feet, show initiative and be solutions-oriented