

Position Description

Position Title	Receptionist Administration Assistant
Department	Senior School
Reports To	Head of Senior School
Key Reports	Deputy Head of Senior School, Year Level Coordinators, PA to Head of Senior School
Overview	<p>The position of Receptionist Administration Assistant</p> <p>Reporting to the Head of Senior School the Receptionist Administration Assistant is an experienced role in a medium team responsible for providing prompt, courteous, efficient and friendly customer service to everyone who attends the Senior School as its first point of contact; and to also provide efficient and effective administration services as required.</p> <p>This is an exciting role for an Administration Professional that wants to contribute to the success of St Peters Lutheran College.</p> <p>Working under the direct supervision of the Head of Senior School, you will actively contribute to a positive workplace culture and ensure that you achieve highest standards of performance and integrity and foster genuine partnerships across all levels of stakeholders to deliver College outcomes.</p> <p><i>Please note that this Position Description:</i></p> <ul style="list-style-type: none"> ▪ can alter with changes in the roles and responsibilities of the position ▪ will be used as a framework for appraisal.
Key Accountabilities	<p>Receptionist duties</p> <ul style="list-style-type: none"> • Receiving, actioning and/or redirecting phone enquiries, screening and fielding of calls • Supporting Visitor Sign in Process • Mail – incoming and outgoing mail, as well as internal mail • Organise Courier services for staff • Ensure telephone directory is kept updated as to internal extensions and changes of staff • Manage all parent enquiries • Coordinate and train Reception Relief staff. <p>Attendance Officer duties</p> <ul style="list-style-type: none"> • Student support with uniforms, lockers, messages from parents as required • Ensure the students comply with uniform requirements as set out in the Handbook • Ensure the students comply with the mobile phone rules as set out in the Handbook • Sending sick students to Health Centre and liaising with parents and staff as needed • Data entry to school database program from emails, voicemails, phone calls, text messages, sign in register, rolls etc. • Issue late slips and sign out slips

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	<ul style="list-style-type: none"> • Resolve anomalies in student attendance • Make contact with parents to follow-up absences, consistent absences, or absences without reason • Follow-up student absence for teachers • Communicating attendance concerns with Year Level Coordinators, Deputy Head of Senior School and Head of Senior School. <p>Administration duties</p> <ul style="list-style-type: none"> • Administration and secretarial duties as back up to the Personal Assistant for the Head of Senior School, as required • Maintaining and ordering stationery • General ordering as required • Sending of bulk emails • Log service calls for photocopiers and order consumables accordingly. <p>Other duties</p> <ul style="list-style-type: none"> • All other duties as directed by the Head of Senior School, Deputy Head of Senior School or Head of College. • Undertake administrative processes and other tasks as directed for the effective achievement of College outcomes; ensure that all College policies and procedures, such and financial management, occupational health and safety, and conduct are complied with. • Represent the College positively in engaging with the community to build knowledge and awareness.
Committee Membership	Not applicable
Selection Criteria	<p>Experience and qualifications</p> <p>SC1: Must have experience in a front desk or Receptionist position; and/or Certificate III in Business Administration or similar discipline would be an advantage. A proven record of achievement in a similar role which contributes to organisational excellence, high standards of performance and a positive workplace culture.</p> <p>Knowledge, skills and capabilities</p> <p>SC2: Demonstrated strong administration skills, having the ability to work autonomously with the need of minimum supervision.</p> <p>SC3 – Must have strong computer skills in all Microsoft applications and database experience in updating and retrieving data for reports (with excellent accuracy).</p> <p>SC4 – Must have strong communication skills - both oral and written (ability to relate well on phone and in person with parents, students and employees at all levels of the College).</p> <p>SC5 – Must have the commitment to meet quality standards; and the willingness to update their skills and knowledge on a regular basis.</p>

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	<p>SC6 – Must have strong time management and organisation skills with the ability to work well under pressure and to meet deadlines; and be able to respond rapidly to change.</p> <p>SC7 – Must be able to work in a team environment and support for the Christian ethos of the College.</p> <p>SC8 – Must have a current Blue Card.</p>
Hours of Duty	7.30am – 3.30pm Monday to Friday (30 minute lunch break)
Terms and Conditions	<p>Classification – School Officers Award Level 3</p> <p>Salary – refer to Enterprise Agreement</p> <p>Tenure – Term time, plus 3 Teachers Weeks</p> <p>Terms and Conditions – Please refer to the <i>Queensland Lutheran Schools Single Enterprise Agreement 2020</i>.</p>
Location	<p>St Peters Lutheran College – Indooroopilly</p> <p>66 Harts Road</p> <p>INDOOROOPILLY QLD 4068</p>

Professional Behaviours	<p>Applicants are expected to respect and uphold the College’s Mission of “Excellence in Christian Co-Education”, support the Christian ethos of St Peters Lutheran College and demonstrate courtesy, co-operation and teamwork with fellow members of staff.</p> <p>Uphold Code of Conduct and Valuing Safe Communities standards.</p> <p>Actively and effectively participate in reasonable directions provided.</p>
Child Protection	All employees of St Peters are required to familiarise themselves with and adhere to the College’s Child Protection Policy and Procedures, and complete annual Child Safety Training.
Health & Safety	<p>All employees are required to take reasonable measures to protect their own health, safety and wellbeing, and that of others, and to follow all reasonable Health and Safety policies, guidelines, and directions.</p> <p>Managers hold additional accountability for operational management of safe work practices in their area, including making appropriate resources, information, and training available to their team members.</p>
Policies & Procedures	Employees are expected to understand and act in accordance with St Peters policy and procedure documents that are available on the College’s intranet, relevant legislation and directions within the employment contract and/or <i>Queensland Lutheran Schools Single Enterprise Agreement</i> and take the responsibility to maintain currency with these.
Compliance Requirements	<p>Current Blue Card.</p> <p>Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance.</p> <p>Timely completion of mandatory training requirements and training relevant to their role.</p>
Other relevant information	The College will conduct relevant and required applicant checks which includes and is not limited to, contacting current and previous employer(s) to substantiate employment history, past conduct and performance.

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	<p>St Peters Lutheran College aims to be a preferred employer by fostering and valuing diversity, ensuring equitable and fair treatment for all, and respecting and upholding human rights.</p> <p>The College is committed to increasing the participation rate of Aboriginal and Torres Strait Islander people through best-practice recruitment methods and producing positive training and employment outcomes for Aboriginal and Torres Strait Islander people within the wider communities.</p> <p>The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i>.</p>
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Further information about St Peters can be found at www.stpeters.qld.edu.au

Dated: June 2025