



Position Description

Position Title	Student Services and Reception Officer
Department	Corporate
Reports to	Manager, Administrations and Operations
Purpose and Objectives	<p>The main objectives are to:</p> <ol style="list-style-type: none"> 1. Provide prompt, courteous, efficient and friendly customer service to everyone who attends the College. 2. Provide medical management and support to students throughout the school 3. Create a safe and positive environment so that students can feel they are cared for.
Key Accountabilities	<p>Student Services & Reception Officer Duties</p> <ul style="list-style-type: none"> • Provide first aid and medical care for students, with appropriate documentation • Dispense medication to students • Manage first aid supplies, first aid kits, first aid room & equipment, defibrillators, first aid replacement, purchasing, etc. • Liaise with internal and external parties to ensure capture of student health and medical information (parents, staff, counsellors, head of sub-schools, exceptional learning leaders, etc.) • Support the facilitation of student immunisations across the school • Liaise with WHS Officer on incident management, reporting, etc. • Maintain up-to-date records in Synergetic (Medical, Enrolment, etc.) • Prepare and distribute health alerts and medical information to all staff • Receive, action and/or redirect phone enquiries, screen and field calls • Assist students with movement throughout the day including late arrivals. Signing out and general enquires. • Ensure rolls are kept • Monitor and maintain absentees of students / ensure all absent students are accounted for • Handle parent inquiries and provide student support as required • Perform general administration duties as required by the Head of Springfield, Manager Administration & Operations, Head of Secondary, or Head of Primary • Develop and maintain strong positive relationships across all stakeholders in the St Peters Community (Students, Parents, Staff, etc.)



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Selection Criteria	<p><i>The following criteria will be used by the selection panel when short-listing candidates. Applicants should address the main points in their written applications.</i></p> <p>SC 1 – Demonstrated high level proficiency in all Microsoft applications and database experience in updating and retrieving data for reports (with excellent accuracy), and commitment to meet quality standards and regularly update their skills and knowledge across all areas of their role</p> <p>SC2 – Must have strong written and oral communication skills as demonstrated by the ability to relate well on phone and in person with parents, students and employees at all levels of the College and support the Christian ethos of the College;</p> <p>SC3 – Demonstrated ability to work autonomously, efficiently and with the need of minimum supervision, as well as the ability to work effectively and collaboratively in a team environment.</p> <p>SC3 - Demonstrated strong administration skills; 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>SC6 – Must have a current Blue Card; or be eligible to apply for a Suitability Card for working with children.</p>
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Job Details	
Position Status	Permanent Part time
Hours of Duty	Term time position, 40 school calendar weeks per year
Classification	School Officer Level 3
Annual Salary	<p>\$67,083-\$72,754 per annum plus Superannuation.</p> <p>Terms and Conditions – Please refer to the Employment Contract, which may or may not include reference to the Queensland Lutheran Schools Single Enterprise Agreement 2024.</p>
Superannuation	12.75% employer contribution from 1 July 2025
Location	<p>St Peters Lutheran College – Indooroopilly 66 Harts Road, INDOOROOPIILY QLD 4068</p> <p>Occasional travel to St Peters Lutheran College Springfield and Ironbark Outdoor Education Centre is required as part of this role.</p>



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Professional Behaviours	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 uphold the Code of Conduct and Valuing Safe Communities standards. All employees are expected to demonstrate courtesy, co-operation and teamwork with fellow members of staff, and actively and effectively participate in reasonable directions provided.
Child Protection	All employees of St Peters are required to complete annual Child Safety Training. New employees must complete this training upon commencement, and/or provide certificate of completion from previous workplace. Employees must understand and adhere to the College's Child Protection Policy and Procedures.
Health & Safety	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. 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.
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 Queensland Lutheran Schools Single Enterprise Agreement and take the responsibility to maintain currency with these.
Compliance Requirements	Right to work in Australia Current Blue Card and/or Queensland College of Teachers Registration. Identified positions will require additional security clearances. All successful candidates will be required to obtain and maintain currency and levels of security clearance. Timely completion of mandatory training requirements and training relevant to their role.
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. 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. 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. The collection and handling of information will be consistent with the requirements of the <i>Privacy Act 1988</i> .
Further Information	Further information about St Peters can be found at www.stpeters.qld.edu.au



St Peters
Lutheran College

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