



## Position Description

<b>Position Title</b>	<b>Student Services and Reception Officer</b>
<b>Department</b>	Corporate
<b>Reports to</b>	Manager, Administration and Operations
<b>Direct Reports</b>	N/A
<b>Purpose and Objectives</b>	<p>St Peters Lutheran College is the pre-eminent coeducational day school in Springfield.</p> <p>The position;</p> <ol style="list-style-type: none"> <li>1. Provides prompt, courteous, efficient and friendly customer service to everyone who attends the College.</li> <li>2. Manages and maintains students' absenteeism.</li> <li>3. Provides medical support to students throughout the school.</li> <li>4. Creates a safe and positive environment so that students can feel they are cared for.</li> </ol>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Lead the management and maintenance of absentees of students / ensure all absent students are accounted for.</li> <li>• Assist students with movement throughout the day including late arrivals, signing out and general enquires.</li> <li>• Ensure accurate roll information is collected and maintained</li> <li>• Assist in providing Provide first aid and medical care for students, with appropriate documentation including dispensing medication to students</li> <li>• Support with managing first aid supplies, first aid kits, first aid room &amp; equipment, defibrillators, first aid replacement, purchasing, etc.</li> <li>• 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.)</li> <li>• Maintain accurate and current records in Synergetic (Medical, Enrolment, etc.)</li> <li>• Support the facilitation of student immunisations across the school</li> <li>• Liaise with WHS Officer on incident management, reporting, etc.</li> <li>• Support with the preparation and distribution of health alerts and medical information to all staff.</li> <li>• Receive, action and/or redirect phone enquiries, screen and field calls</li> <li>• Manage parent inquiries and provide student support as required</li> </ul>
<b>Key Relationships</b>	Develop and maintain strong positive relationships across all stakeholders in the St Peters Community (Students, Parents, Staff)



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<p><b>Selection Criteria</b></p>	<p><b>Experience and qualifications</b></p> <p><b>SC1:</b> Working knowledge/understanding of student absenteeism is desirable.</p> <p><b>Knowledge, skills and capabilities</b></p> <p><b>SC2:</b> 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><b>SC3:</b> Highly developed 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><b>SC4:</b> Demonstrated high level of professionalism the 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><b>SC5:</b> Highly developed organisational, time management, analytical and problem-solving skills with the ability to manage and meet the demands of multiple tasks, competing priorities, and deadlines.</p> <p><b>Personal capabilities</b></p> <p><b>SC6:</b> Demonstrated ability to exemplify care, dignity, and respect, delivered through high personal accountability for professional workplace conduct.</p> <p><b>SC7:</b> Must have a current Blue Card; or be eligible to apply prior to commencing.</p> <p><b>Christian Ethos</b></p> <p><b>SC8:</b> An understanding of, respect and demonstrable support for the College's Christian ethos.</p>
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<b>Job Details</b>	
<b>Position Status</b>	Permanent part-time
<b>Hours of Duty</b>	Term Time position, 30 hours per week Monday to Friday, 8:15am to 2:45pm
<b>Classification</b>	School Officer Level 3
<b>Annual Salary</b>	\$44,657 - \$48,432 per annum plus Superannuation. <b>Terms and Conditions</b> – Please refer to the Employment Contract, which may or may not include reference to the <a href="#">Queensland Lutheran Schools Single Enterprise Agreement 2024</a> .
<b>Superannuation</b>	12.75% employer contribution from 1 July 2025



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<b>Location</b>	St Peters Lutheran College Springfield 42 Wellness Way, SPRINGFIELD QLD 4300
<b>Professional Behaviours</b>	<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 uphold the Code of Conduct and Valuing Safe Communities standards.</p> <p>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.</p>
<b>Child Protection</b>	<p>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.</p> <p>Employees must understand and adhere to the College's Child Protection Policy and Procedures.</p>
<b>Health &amp; Safety</b>	<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>
<b>Policies &amp; Procedures</b>	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.
<b>Compliance Requirements</b>	<p>Right to work in Australia</p> <p>Current Blue Card and/or Queensland College of Teachers Registration.</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>
<b>Other Relevant Information</b>	<p>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.</p> <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</p>



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	<p>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>
<b>Further Information</b>	Further information about St Peters can be found at <a href="http://www.stpeters.qld.edu.au">www.stpeters.qld.edu.au</a>

2 April 2026