



BACKGROUND

A Catholic school is responsible for ensuring the highest value is placed on leadership and vision in educating young people about the Church's mission of faith development. **Nazareth College** is a Catholic Co-educational Regional Secondary College established in 1986. It is a learning community centred on the person of Jesus Christ. Through learning and teaching in the Catholic tradition, we foster a culture of **Faith, Wisdom, and Knowledge**.

Nazareth College acknowledges Aboriginal and Torres Strait Islander peoples as the traditional custodians of the lands where we live, learn and work. The Nazareth community is committed to the safety, wellbeing, and protection of all children in our care.

Nazareth College is a community where every student is acknowledged and provided the opportunity to thrive.

PURPOSE OF THE ROLE

The College Receptionist is a critical frontline leader who ensures that every interaction reflects the College's Catholic identity, commitment to child safety, and culture of hospitality, professionalism, and excellence. The role contributes to a highly effective administrative environment that supports learning, wellbeing, and community engagement.

KEY DOMAINS AND KEY PERFORMANCE INDICATORS (KPIs)

KEY DOMAIN	KPIs
<p>Catholic Identity & Community Presence Promotes and models the values and mission of the College, ensuring all interactions reflect respect, inclusion, and the Catholic ethos</p>	<ul style="list-style-type: none"> • ≥ 95% positive feedback from stakeholders (survey or informal data) on being welcomed respectfully and professionally • Demonstrates visible alignment with College values in all observed interactions (validated through supervisor observation at least twice per term) • Participates in 100% of required College faith/community events (where rostered or expected).
<p>Community Experience Provides a welcoming, professional, and responsive service to students, families, staff, and visitors, ensuring all enquiries are managed effectively and efficiently</p>	<ul style="list-style-type: none"> • Response times: <ul style="list-style-type: none"> - Phone calls answered within 3 rings (90% of time) - Emails/responded or triaged within 24 hours (95% compliance) • ≥ 90% of enquiries resolved at first point of contact or appropriately redirected without escalation • ≤ 2 justified complaints per term relating to service delivery • Maintains front office presentation standards at all times (validated via fortnightly checklist audits – 100% compliance).











<p>Safe and Compliant Environment Maintains rigorous adherence to child safety, confidentiality, and operational policies, ensuring a safe and secure environment for all.</p>	<ul style="list-style-type: none"> • 100% compliance with visitor sign-in, ID badge, and child safety protocols • Zero breaches of confidentiality or data privacy • 100% adherence to emergency procedures (validated during drills or incidents) • All incidents or concerns reported/escalated within required timeframe (same day / immediate).
<p>Administrative Excellence and Operational Efficiency Ensures accurate, efficient, and reliable administrative processes that support the effective functioning of the College.</p>	<ul style="list-style-type: none"> • ≥ 98% accuracy in data entry, records, and documentation (spot-checked monthly) • All reports, correspondence, and documents completed within agreed timelines (95% on time) • Zero backlog in administrative requests beyond 48 hours (unless approved) • Demonstrates continuous improvement by implementing at least 2 process improvements per year.
<p>Collaboration and Team Contribution Works collaboratively with staff to support College operations, contributing positively to team culture and shared responsibilities.</p>	<ul style="list-style-type: none"> • Achieves positive peer feedback (≥ 90%) in annual or semester-based internal survey • Actively contributes to 100% of scheduled admin/team meetings • Provides documented support to at least 2 whole-school initiatives/events per term • Demonstrates flexibility, supports team coverage during absences with no disruption to service delivery
<p>Event and Operational Support Provides effective administrative support for College events and activities, ensuring smooth coordination and delivery.</p>	<ul style="list-style-type: none"> • 100% of allocated events are supported with required administration completed prior to deadlines • Event communication distributed accurately and on time (95% compliance) • ≥ 90% positive feedback from event coordinators regarding organisation and support • Zero critical oversights impacting event delivery.
<p>Professional Growth and Accountability Demonstrates ongoing professional learning, reflective practice, and responsiveness to feedback to continuously improve performance.</p>	<ul style="list-style-type: none"> • Completes 100% of required professional learning (including compliance modules) • Participates fully in annual review process and goal setting • Demonstrates application of feedback within one review cycle • Achieves agreed individual development goals (minimum 2 per year)
<p>Child Safety Commitment Actively upholds and promotes a child-safe culture, ensuring all actions prioritise the wellbeing and protection of students.</p>	<ul style="list-style-type: none"> • 100% completion of mandatory child safety training • 100% compliance with reporting obligations and policy requirements • Demonstrates proactive contribution to child-safe practices (validated via leadership observation at least twice per year) • No validated incidents of non-compliance

PERFORMANCE AND DEVELOPMENT RUBRIC

DOMAIN	RATIONALE	IMPROVEMENT REQUIRED	DEVELOPING	PROFICIENT	EXEMPLARY	WEIGHTING
Catholic Identity and Mission	Highest priority; legislative and moral obligation	Limited demonstration of College values; interactions do not consistently reflect Catholic ethos	Demonstrates basic awareness of College values; inconsistent application in interactions	Consistently reflects Gospel values; respectful, inclusive, and aligned with College mission	Actively promotes and enhances Catholic identity; inspires others through authentic witness and leadership in daily interactions	30%
Community and Relationships	Front-facing role; drives community experience	Communication is inconsistent or impacts stakeholder experience; relationships may lack professionalism	Maintains basic relationships; requires support in managing complex interactions	Builds positive, professional relationships with students, families, and staff; responds effectively to needs	Anticipates needs; builds strong trust across the community; consistently delivers exceptional service experience	20%
Professional Practice and Excellence	Ensures operational effectiveness and reliability	Work lacks accuracy, timeliness, or organisation; requires frequent correction	Some inconsistencies in quality, organisation, or timeliness; requires guidance	Work is accurate, organised, timely, and reliable; systems and processes are followed consistently	Optimises systems and processes; drives continuous improvement and efficiency across administration	20%
Stewardship and Responsibility	Accountability, compliance, and initiative	Does not consistently follow procedures; responsibilities not reliably met	Meets some expectations but requires reminders or supervision	Consistently meets responsibilities; follows procedures and manages workload effectively	Demonstrates initiative, autonomy, and sound judgement; proactively identifies improvements and mitigates risks	15%
Child Safety and Wellbeing	Mission alignment and cultural leadership	Limited understanding or inconsistent application of child safety requirements; risks not appropriately managed	Basic understanding; requires reinforcement to ensure consistent compliance	Consistently complies with all child safety policies; responds appropriately to concerns	Exemplary commitment; proactively promotes a child-safe culture and models best practice vigilance	15%

SELECTION CRITERIA

Nazareth College, Noble Park North recognises and values each applicant's unique gifts, talents and experience. The following criteria will guide the selection process:

<p>01 </p> <p>Catholic Identity and Mission</p> <p>Models faith, dignity, inclusion and service aligned to the college's vision.</p> <p>CORE</p>	<p>02 </p> <p>Communication and Engagement</p> <p>Communicates clearly and empathetically with students, families, staff and external partners.</p> <p>CORE</p>	<p>03 </p> <p>Qualifications and Experience</p> <p>Relevant qualifications in administration or business, and/or front facing admin experience.</p> <p>DESIRABLE</p>	<p>04 </p> <p>Digital and Technical Proficiency</p> <p>High-level Microsoft Office skills; experience with Synergetic, SIMON or equivalent systems.</p> <p>CORE</p>	<p>05 </p> <p>Professional Growth</p> <p>Committed to ongoing learning, reflective practice and continuous improvement.</p> <p>CORE</p>
<p>06 </p> <p>Child Safety, Compliance and Professional Standards</p> <p>Deep commitment to child safety and wellbeing; upholds child-safe culture and meets mandatory reporting and legislative obligations.</p> <p>CORE</p>	<p>07 </p> <p>Organisational Excellence</p> <p>Strong time management, confidentiality, sound judgement and diplomacy under competing priorities.</p> <p>CORE</p>	<p>08 </p> <p>Collaboration and Teamwork</p> <p>Works independently and collaboratively; contributes positively to team culture and college operations.</p> <p>CORE</p>	<p>09 </p> <p>Adaptability and Responsiveness</p> <p>Flexible, resilient and initiative-driven when managing shifting priorities in a dynamic environment.</p> <p>CORE</p>	<p>10 </p> <p>Autonomy and Professional Judgement</p> <p>Exercises initiative and sound judgement with limited supervision within established guidelines.</p> <p>CORE</p>

OCCUPATIONAL HEALTH AND SAFETY

There is responsibility, incumbent on all staff members, to ensure that the regulations associated with Occupational Health and Safety are adhered to. Staff members are advised that they are to:

- Contribute to the provision of a safe and healthy working environment for employees, contractors, students and others by assisting the school to ensure compliance with OH&S objectives.
- Ensure that proper procedures, training and supervision are in place to minimise occupational health and safety risk.
- Take reasonable care of their own safety and health and safety of others affected by their acts or omissions.
- Report hazards, accidents or incidents (near misses) in accordance with agreed College procedures.
- Follow established safe working procedures, instructions, and rules.

OTHER DUTIES

- The position is subject to review and modification by the Principal (or nominee), through consultation and agreement with the appointee, in response to the evolving needs of the College, and experience and expertise of the appointee;
- The position will, from time to time require attendance outside normal hours;
- The successful applicant will require a commitment to ongoing professional learning;
- All employees at Nazareth College are to follow College policies and procedures, including the Occupational Health and Safety Act 2004 and Equal Opportunity Act.

TERMS AND CONDITIONS

<p>POSITION REPORTS TO Principal via Director of Human Resources, Risk and Compliance</p>	<p>AWARD Entitlements under the Catholic Education Multi Enterprise Agreement (CEMEA) 2022 (or its successor)</p>
<p>CLASSIFICATION Educational Support Officer (Category C)</p>	<p>TERMS OF EMPLOYMENT Fulltime Ongoing</p>
<p>ANNUAL LEAVE As per the CEMEA 2022 (or its successor)</p>	<p>REQUIREMENTS</p> <ul style="list-style-type: none"> • Annual Review Meeting • Evidence of the right to live and work in Australia • Police Record Check • Working with Children Check (Employee)
<p>COMMENCEMENT DATE 13 July or by negotiation</p>	<p>TO BE REVIEWED BY AND DATE Annually</p>

IMPORTANT: Position description cannot be entirely comprehensive, and the incumbent will be expected to carry out such other duties as requested by the Principal, or their delegate, as may be required from time to time and are broadly consistent with the responsibilities of this position description.