



POSITION DESCRIPTION

VISITOR RECEPTIONIST (GENERAL OFFICE)

Context

Rosebank College, Five Dock, is a Good Samaritan, Benedictine, Catholic co-educational school committed to the successful integration of eLearning and innovative pedagogy across the Curriculum for Years 7 to 12.

Rosebank College belongs to the community of ten schools across Australia called Good Samaritan Education (GSE). Established in 2011 by the Sisters of the Good Samaritan, GSE schools offer quality Catholic education in the Good Samaritan Benedictine tradition. Rosebank is guided by the Good Samaritan Philosophy of Education and shaped by its commitment to the values of our spiritual tradition, including stewardship, mutuality, prayer, hospitality, humility, discernment, justice and peace. The College is committed to developing students who will engage with today's world as grounded, hope-filled young people who are equipped to lead wisely, to listen deeply and to treat their neighbour and their environment with justice, love and the compassion of Christ.

Rosebank College is incorporated and governed locally by a Board of Directors who are accountable through the Company Members to GSE.

Core Role Purpose & Accountability

Reporting to the Principal through the Dean of Administration, the Visitor Receptionist (General Office) is responsible to receive, welcome and appropriately direct visitors and deliveries, as well as email and telephone enquiries to the College.

The Visitor Receptionist (General Office) will also manage all other general "front of house" administrative tasks that ensure the effective working of Rosebank College on a day-to-day basis.

The Visitor Receptionist (General Office) will provide quality customer service to students, staff, families, and suppliers across both counters of the front office of the College. This position must also take on the role as one of the College's First Aid Officers, attending to the medical and first aid needs of students and staff, as required. The Visitor Receptionist (General Office) will support the Dean of Administration by providing backup administrative support as needed to ensure the smooth running of the College.

This position promotes Rosebank as a place of welcome in interactions with the wider community and internal staff and students. The Visitor Receptionist (General Office) reports to the Dean of Administration.

Role Responsibilities

Specific responsibilities of the General Office Receptionist include:

Contributing to the Implementation of the College's Vision and Mission and the Building of the College Community in the Tradition of the Good Samaritan by

- Upholding the Benedictine value of service to others in community
- Providing a standard of service which will support the realisation of the College's Vision and Mission and Good Samaritan ethos
- Supporting perspectives which are consistent with the Catholic ethos of the College and the Strategic Plan
- Participating in and supporting College and community events
- Attending College liturgical celebrations as required
- Developing harmonious relationships with staff and students via daily interactions
- Upholding the Benedictine value of service to others in community

Providing Professional and High-Quality Support/Administrative Services in the management of College by

- Liaising with the Dean of Administration around the day-to-day operations of the front office
- Maintaining a welcoming environment and appropriate hospitality for visitors
- Being present in the main reception area, other than during designated break periods, in order to welcome visitors, students, parents and contractors
- Ensuring that the main reception area is always kept in a pristine condition to provide the appropriate image and conditions for the receipt and welcome of visitors
- Answering incoming calls and emails to the College in a timely manner and redirecting and/or recording as needed
- Maintaining records of schools' operations, phone calls and visits, and able to transfer messages accurately and reliably
- Servicing the front desk in the General Office:
 - Answering the car park intercom and opening the gate
 - Accepting deliveries and facilitating their collection by the relevant person
 - Passing on messages or items from parents to students
- Managing visitor registration, signing-in and signing-out, using 'Who's on Location' software
- Registering student absences in TASS
- Maintaining and publishing daily operational information, including Daily Notices, TV screen updates, room changes and changes to routines, using information provided through the Staff Bulletin, Dean of Administration and teaching staff.
- Supporting the Dean of Administration regarding replacement teachers by:
 - Locating them when a class or playground duty is unattended
 - Assisting, if necessary, to find a substitute

- Providing administrative support for the Leadership Team (LT)
- Locating and paging students when requested by LT
- Announcing “wet weather” over the PA, when required
- Supervising and assigning simple tasks to the student courier
- Entering the student courier in and out of TASS
- Liaising with bus companies regarding:
 - Students’ lost property
 - Obtaining bus/coach quotes for College Events and then booking and confirming transport as requested
 - Contacting the relevant depot regarding late buses and chasing up these services
 - Cancelling buses on pupil free days
- Providing backup for the Student Receptionist (General Office)
- Assisting the Attendance Support Officer when required. This may include when it is short-staffed or during peak times or as otherwise required by the Dean of Administration.
- Providing first aid to students and staff, including monitoring those admitted to Sick Bay
- Contacting parents/carers and, if necessary, emergency services regarding serious student illness or injury. Ensuring records are accurate in CompliSpace and emailing the details to key staff and informing a member of the LT
- Keeping up-to-date with College emergency procedures and fulfil duties assigned to the role including but not limited to:
 - Producing accurate visitor evacuation list
 - Announcing evacuation message over the public address system (PA)
 - Collect high vis vests, tablet and mobile phone
 - Assist with evacuating students from Sick Bay and visitors from reception
- Overseeing the collection of mail each day
- Arrange holiday voicemail messages on both phones and email in preparation for school breaks
- Monitoring all complaints lodged via the Portal, email or by phone
- Managing bells and PA announcements when requested by LT
- Guiding all visitors to the College through the registration process and informing them, with courtesy and clarity, of the College’s Safety Plan, Safeguarding and WH&S procedures while they are on site
- Ensuring that all enquiries, received in any mode, from visitors, parents, staff and students are dealt with positively, efficiently and appropriately and in accordance with the College’s Safeguarding Policy
- Maintaining a high level of confidentiality, discretion, professional dress, and professional conduct
- Securely handling and managing the personal and sensitive data of staff and students
- Core qualities include:
 - Well-developed communication skills both written and verbal
 - Excellent organisational skills
 - Ability to multitask and prioritise workload
 - Dependable
 - Proven ability to show initiative and take direction
 - Strong interpersonal skills
 - Able to provide a high level of customer service and care
 - A strong commitment to teamwork, with the ability to work collaboratively and contribute positively to a supportive and cohesive team environment

- It is a prerequisite that this position holds current First Aid, CPR and Working With Children certificates: Asthma and Anaphylaxis qualifications are highly regarded
- Other tasks from time to time as directed by the Principal or his/her delegated authority

Contributing to the Service and Professionalism of the College Support Staff Team by

- Building a positive, supportive and welcoming environment to maintain and promote College Events
- Participating in support staff meetings
- Demonstrating flexibility and responsive to changing demands
- Ability to work independently and as part of a team by taking on other roles and tasks within the Support Staff team as needed from time to time
- Supporting the College priorities to achieve a positive and nurturing learning community for students and staff
- Be committed to ongoing personal planning and professional development to enhance the level of service presented

Other appropriate duties as assigned by the Dean of Administration or the Principal.

Hours of Work

8.00am - 4.00pm (Averaged - school term time only).

Morning Tea Break (10 minutes) and Lunch Break (30 minutes) will be taken at the same time (40 minutes total once per day), during the rostered Lunch Break for this role.

The College may vary this Position Description, in response to the changing needs of the College.

ROSEBANK COLLEGE MISSION STATEMENT

We encourage a love of Christ, stewardship, hospitality, compassion and service working in partnership with our families, our staff and the broader community.

As a Catholic community, we give strong witness to our role as advocates of equity, diversity and justice. As a local community, we strive to support programs and partnerships focused on collaboration, giving, service and care. As global citizens, we respond critically and intelligently to our changing world, its demands and the educational and personal challenges of our students. We commit to sustainability and environmental responsibility.

OUR VISION

Rosebank's Vision is to be a community of faith for all to realise their full potential through personal leadership and lifelong learning.

We strive to develop leaders committed to personal excellence who:

- Nurture the importance of self-leadership and leadership of others
- Embrace opportunities with agility and imagination
- Respond with empathy and act with determination and compassion
- Accept humility and service as a source of strength to empower others
- Act as brave and critical thinkers who persevere with challenges
- Advocate with moral courage for the good of others and our environment

Updated: August 2026

Version: 1.5