



Position Description

Position Title	Receptionist
Department	Corporate
Reports to	Manager, Administration and Operations
Direct Reports	N/A
Purpose and Objectives	St Peters Lutheran College is a pre-eminent coeducational day school based in Springfield. The position of Receptionist has wide-ranging responsibilities including being the first point of contact for many of our school community and external partners, hence the importance of the role. The position works closely with many of our management teams to deliver services in support of the College's Strategic Intent. Reporting to the Manager Administration and Operations, the Receptionist is primarily responsible for; 1. Assisting in enhancing the College's image by providing prompt, courteous, efficient and friendly customer service to everyone who attends the College, as its first point of contact; and 2. Providing efficient and effective administration services as required.
Key Accountabilities	• Be the first point of contact for internal/external customers, resolving face-to-face queries, address and direct email, and phone calls and provide exemplary client service to staff, students, families and the wider community whilst ensuring accurate and timely responses • Provide backup secretarial support • Actively use initiative to prioritise tasks and monitor the workflow in the delivery of College priorities in accordance with approved project / service plans, achieving the highest standards of performance, accountability, collaboration, ethics, and integrity. • Maintain visitors book and lead contractor sign in and key allocation, including management of the Springfield key register. • Receive and sort all incoming and outgoing mail including parcels including acting as the Springfield/Indooroopilly courier. • Manage and maintain all telephone and staff lists



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	• Lead the updating of Springfield Firefly Database as required • Raising and receipting purchase orders • Manage all general office supply ordering as required including logging service calls for photocopiers • Support the sending of bulk emails and correspondence • Coordinate Room Bookings, manage the internal Springfield calendar and act as a Communications Officer for Emergency Procedures. • Undertake administrative processes and other tasks as directed including possible cover to support Student Services during periods of staff absence. • Represent the College positively in engaging with the community
Key Relationships	Internal: Head of College Springfield, Head of Sub Schools, Manager Administration and Operations External: Contractors, Parents
Selection Criteria	Experience and qualifications SC1: Evidence of having at least 2-3 years' experience in Reception or Administration and a proven record of strong organisational excellence, high standards of performance and a positive workplace culture. Knowledge, skills and capabilities SC2: Demonstrated strong administration skills; having the ability to work autonomously, with the need of minimal supervision. SC3: Highly developed computer skills in all Microsoft applications and database experience to update and retrieve data with excellent accuracy. SC4: Excellent written and oral communication including the ability to relate well on the phone and in person with parents, students and employees at all levels in the college. SC5: Highly developed organisational, time management and problem-solving skills with the ability to manage and meet the demands of multiple tasks, competing priorities, and deadlines. Christian Ethos SC6: An understanding of, respect and demonstrable support for the College's Christian ethos.



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Position Status	Maximum Term Contract
Hours of Duty	Full time - 38 hours per week Monday to Friday (Core Hours; 7:45am to 3:51pm) Term time position, 40 school calendar weeks per year
Classification	School Officer Level 4
Annual Salary	\$77,753 to \$81,833 per annum plus Superannuation (Pro Rata) 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 .
Superannuation	12.75% employer contribution
Location	St Peters Lutheran College Springfield 42 Wellness Way, SPRINGFIELD QLD 4300
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.



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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

13 August 2026