



SUCCESS PROFILE – Receptionist

Setting your career for success at Geelong Grammar School

ROLE TITLE:		Receptionist
DIVISION:		Employee Engagement & Administration Services
CAMPUS:		Toorak
REPORTS TO MANAGER:		Head of Campus
STAKEHOLDER / DOTTED LINE MANAGER:		Not Applicable
DIRECT REPORTS:		Not Applicable
EMPLOYMENT STATUS:	Tenure	Casual
	Hours	As required
	Working Weeks	Casual Anytime
CLASSIFICATION:		Yet to be Classified
SUCCESS PROFILE EFFECTIVE DATE:		19 October 2026

THE ROLE
General Description and Role Purpose To promote a positive and professional image of the Toorak campus by providing high level customer service and information as the first point of contact for all external enquiries, visitors and/or members of the School community. To undertake a range of administrative and clerical duties to support the School. Demonstrate exceptional professionalism, outstanding customer service skills, meticulous attention to detail, and the ability to manage multiple priorities with accuracy and efficiency in a fast-paced school environment.
Key Responsibilities/Accountabilities • Manage and maintain a professional, welcoming, and highly efficient Reception area. • Professionally answer, screen, and direct all incoming telephone calls. • Welcome, assist, and register visitors, contractors, and delivery personnel. • Ensure the Reception area is presented to an exceptional standard at all times. • Provide a warm and professional first point of contact for visitors, including Casual Relief Teachers (CRTs), contractors, and members of the wider community. • Prepare, format, and produce a range of documents, correspondence, and communications with exceptional attention to detail. • Accurately maintain and update confidential student and staff records.



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- Coordinate the ordering, monitoring, and maintenance of office supplies.
- Manage the distribution of mail, newsletters, parcels, and deliveries, and process outgoing mail.
- Provide a range of administrative support services to members of the Campus as required.
- Support emergency procedures and response processes as required.
- Support the daily organisation of the campus in collaboration with the Deputy Head of Campus
- Committed to the rigors of the School's [Light Blueprint](#)

Key Organisational Relationships

Internal

- Students
- Heads of Campus
- Deputy Head of Campus
- Nursing and support staff
- Leadership Team
- Teaching staff
- Administrative and support staff
- Staff from other campuses

External

- Parents/guardians and families
- Visitors to the campus

Out of hours contact/ other inherent role requirements

- The incumbent may be required to work public holidays
- Working physically on campus (onsite) is an inherent requirement of the role.

Physical, Environmental and Psychosocial requirements

PHYSICAL	Expectation	Rarely	Occasional	Frequent	Not Applicable
Mobility	Ability to move around the workplace, including stairs and uneven ground	☐	☐	☒	☐
Mobility Endurance	Hiking and running across rugged, uneven, steep or slippery terrain, often while carrying a pack. Sleeping in a tent. Skiing – downhill and cross country	☐	☐	☐	☒
Sitting /Standing	Capacity to sit or stand for extended periods	☐	☐	☒	☐
Manual Handling	Ability to lift/carry items up to ____ kg (role-specific) Loading trailers, including lifting above shoulder height. Pushing/pulling heavy items such as bike trailers, boats, stretchers Setting up and packing down large equipment Slitting wood, clearing drains, raking	☐	☐	☐	☒
Operate Vehicles	Operate vehicles or heavy machinery Drive long distances on both sealed and unsealed roads, often with limited breaks Towing and reversing trailers of various sizes	☐	☐	☐	☒
Work at Heights	Using ladders, scaffolding or other objects	☐	☐	☐	☒
Fine Motor Skills	Use of keyboard, writing instruments, equipment	☐	☐	☒	☐



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Visual Capacity	Reading screens, documents, and observing surroundings	☐	☐	☒	☐
Auditory Capacity	Communicating in person/phone, responding to alarms	☐	☐	☒	☐
Water-based Activities	Paddling canoes, kayaks, or rafts Carrying boats and gear around water access points Working in wet environments (eg Rivers or rainy weather)	☐	☐	☐	☒
Fatigue Capacity	Working non-business hours shifts Overnight supervision of students Being on-call Possible sleep disruption	☐	☐	☐	☒
Travel	Off-site travel	☐	☐	☐	☒
ENVIRONMENTAL	Expectation	Rarely	Occasional	Frequent	Not Applicable
Noise Exposure	Working in moderate noisy environments	☐	☐	☒	☐
Workspace Layout	Open-plan or shared workspace	☐	☐	☒	☐
Screen-Based Work	Prolonged computer use	☐	☐	☒	☐
Biological/Chemical Exposure	Exposure to cleaning agents, laboratory materials (if applicable)	☐	☐	☐	☒
Shift or Extended Hours	Work outside standard hours (if applicable)	☐	☐	☐	☒
Outdoor work	Work in hot, cold, wet conditions	☐	☐	☐	☒
Working alone	Work alone or in isolation	☒	☐	☐	☐
Confined Spaces	Work in confined spaces where only one egress (escape route) exists	☐	☐	☐	☒
PSYCHOSOCIAL	Expectation	Rarely	Occasional	Frequent	Not Applicable
Interpersonal Engagement	Regular interaction with staff, clients, students, parents or stakeholders	☐	☐	☒	☐
Emotional Regulation	Managing conflict, sensitive matters, or distressed individuals	☒	☐	☐	☐
Workload Management	Managing competing priorities and deadlines	☐	☒	☐	☐
Change Adaptability	Responding to operational change	☐	☒	☐	☐
Decision-Making	Exercising judgment within delegated authority	☐	☒	☐	☐
Confidentiality	Handling sensitive or personal information	☐	☐	☒	☐
Autonomy	Working independently with accountability	☐	☐	☒	☐
Resilience	Managing pressure, ambiguity and intensity	☐	☒	☐	☐

THE PERSON – Key Selection Criteria

Knowledge/Skills/Qualifications | *What you need to KNOW*

Knowledge / Skills:

- Prior experience in a Reception and/or Administration role
- Excellent interpersonal, communication and organisational skills
- Proven ability to liaise with people at all organisational levels, in a professional manner
- Proven experience within a busy customer-focused organisation



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- Knowledge of use of cloud-based telephone systems
- Proven experience using Microsoft products including SharePoint
- Understanding database software - knowledge of Synergetic would be advantageous
- Ability to display initiative and make sound decisions to resolve issues
- Well-developed general office and administrative skills
- Proven ability to work effectively within a team and to actively support team members
- Ability to maintain confidentiality at all times.

Qualifications:

- Relevant reception and administration qualifications and experience.
- Experience working within a busy front desk in a customer-facing role
- Knowledge of Microsoft Teams phone or cloud-based telephone systems.
- Current Victorian Working with Children Check (Employment)
- Current driver license [Desirable]

Experience | *What you HAVE DONE*

- Provided welcoming and professional reception and administration services
- Managed telephone calls, ensuring direction to the appropriate area
- Enforced security protocols
- Worked collaboratively within a team environment and autonomously when required
- Maintained personal professional presentation standards

Personal Attributes/Attitude | *Who you ARE*

- Courageous
- Curious
- Compassionate
- Civil
- Connected

Competencies | *How you behave and what you CAN DO*

- Demonstrates exemplary ethical standards
- Acts with integrity
- Builds positive and professional relationships with staff, students, and parents
- Open to new ideas and approaches
- Collaborates effectively with individuals and teams
- Commits to the development of self and others
- Aligns personal and organisational purpose
- Committed to evidence-based practice (substantiation)

WORKING AT GGS

- The Success Profile (SP) should be read in conjunction with the School's [Light Blueprint](#), individual performance and development plan, employment contract or relevant agreement etc.
- At Geelong Grammar School employees are committed to actualising the [Light Blueprint](#).



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- The SP outlines key responsibilities only. Other duties consistent with the position purpose may be expected. SP's will be reviewed and updated from time to time. SPs fulfil the role of a Position Description.
- Geelong Grammar School is committed to providing a safe and healthy environment. All Employees, contractors, students, volunteers, and visitors share a mutual responsibility to adhere to safety guidelines and contribute to this safe environment, in accordance with the *Occupational Health and Safety Act 2004 (Vic)*.
- Employment is conditional upon obtaining a Victorian Working with Children Check (Employment) and a National Police Check, or current Victorian Institute of Teaching (VIT) registration.
- Where applicable, employment as a Teacher is conditional upon maintaining a current VIT registration (inc. Police Check), proficiency in all of the AITSL Standards, First Aid qualifications and have current Anaphylaxis Management Accreditation in accordance with Ministerial Order 706 and the School's Anaphylaxis Management Policy. Teachers are expected to participate fully in the School's academic, pastoral and co-curricular programmes.
- Geelong Grammar School is committed to experiential learning with and through nature and Creative and Positive Education. Employees are required to attend a Discovering Positive Education training course.
- Geelong Grammar School is committed to the safety of all students and has a zero tolerance of student abuse.
- The School's Student Safeguarding Framework, which includes the Student Safeguarding Strategy, Student Safeguarding Policy and Student Safeguarding Code of Conduct, is available on the [GGS website](#), under 'Student Safeguarding'. The School's expectation is that all staff members (and School Community members) comply with the Student Safeguarding Framework policies and procedures and the [Child Safe Standards](#), as applicable to their role. Any queries in respect of this Framework or the School's expectations should be directed to safeguarding@ggs.vic.edu.au.

Reviewed by:	Head of Campus Toorak	Date:	16 October 2026
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Approved by:	Employee Engagement	Date:	16 October 2026
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