

POSITION DESCRIPTION

Trainee Receptionist



Loreto College is a Catholic secondary school for girls in the tradition of Mary Ward with a current enrolment of 990 students.

Loreto College Ballarat was the first of the Loreto Schools in Australia, established by Mother Gonzaga Barry in 1875. It is our vision, as a Loreto school, to offer a Catholic education which liberates, empowers and motivates students to use their individual gifts with confidence, creativity and generosity in loving and responsible service. The five pillars of a Loreto education are those of Freedom, Justice, Sincerity, Verity and Felicity. Loreto College has its foundation in the gospel of Jesus Christ and is proud to be part of and contribute to the larger Catholic community. Religious affiliation is not a condition of employment; however, applicants must be aware of and in sympathy with, the College's religious aims as a Catholic school.

Loreto College Ballarat is an organisation committed to Child Protection and to the implementation of Childsafe policies and practices.

Position Summary

This position is an integral member of the College Administration Team. The Administration Team supports students and staff in operational and administrative matters, assisting in the smooth running of the varied activities of the College.

The Trainee Receptionist will work across both Student Reception and Front Reception and, under direction, will provide frontline customer service to students, staff, parents and visitors. The role supports the maintenance of attendance processes, responds to general enquiries, and assists with a range of administrative tasks while developing knowledge of College systems and procedures.

The Trainee Receptionist will learn to assist with student enquiries, visitor management, and basic first aid and sick bay processes where required, and will provide support to administration team members during busy periods. The Trainee Receptionist is required to maintain confidentiality on all College matters at all times.

The Trainee Receptionist position is for a period of 12 – 24 months (dependent on qualification). A training contract will be signed between the employer (Loreto College), the employee, and the accredited government apprenticeship agency (VCCI). It will be an expectation of the College that the person employed under this arrangement will complete the study requirements of the Traineeship within the 12 - 24-month period. Training will be provided both within the workplace and also through the provision of training from the external provider.

Key Responsibilities

Student Reception & Attendance Support

- Assist with student enquiries, lost property and message distribution.
- Under direction, support the maintenance of student attendance processes and records.
- Provide assistance to staff in responding to attendance-related queries.
- Support Year Level Coordinators with collection and organisation of forms and notices.

Front Reception & Customer Service

- Provide a welcoming and professional first point of contact for students, families, staff and visitors.
- Answer, screen and direct incoming phone calls in a timely and courteous manner.
- Respond to general enquiries and refer matters to the appropriate staff member.
- Assist visitors to sign in using the College visitor management system.
- Receive deliveries and notify staff of parcel arrivals.
- Distribute mail, messages, and deliveries as required.

First Aid & Sick Bay Support

- Assist with supervision of students in the sick bay under the guidance of the First Aid Officer or delegated staff.
- Seek assistance from trained staff where medical assessment or treatment is required.
- Help maintain accurate documentation and confidentiality of student matters.

Administrative Support

- Provide general administrative assistance to members of the College Administration Team as directed.
- Assist with preparation of materials for communications and mail-outs.
- Help maintain supplies and tidiness of reception areas.
- Assist with whole school events and activities as required.

General

- Work collaboratively as part of the Administration Team.
- Maintain confidentiality on all College matters.
- Undertake other duties as directed by the Principal or delegate, consistent with the trainee nature of the role.

Shared Responsibilities

Mission and Ethos

- Have a commitment to, and a clear understanding of the ethos of a Catholic School and the Loreto charism of Mary Ward.
- Support the Catholic ethos by taking part in staff and student prayer, retreats, social justice activities and voluntary service.
- Role model Christian values in all dealings with students, staff and parents
- Maintain confidentiality at all times and demonstrate high professional standards within the College and community.
- Provide consistent public support both within and outside the College for school-wide policies, initiatives and strategic plans.
- Take reasonable care for their own health and safety and for the health and safety of others who may be affected by their acts or omissions and cooperate with anything Loreto College does to comply with OHS requirements.

Child Safety

- Have a clear understanding of Ministerial Order 1359 on Child Safety as it relates to the College's Code of Conduct, policies, procedures and practice.
- Be familiar with and comply with the College's child-safe policy and code of conduct, and any other policies or procedures relating to child safety.
- A demonstrated commitment to the safety, wellbeing, and inclusion of all children
- Uphold a zero-tolerance attitude towards child abuse.
- Ensure cultural safety for Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds.
- Provide a safe and accessible environment for children with a disability.
- Implement strategies that promote a healthy and positive learning environment.

Key Selection Criteria

The criteria listed below will inform the selection process:

Qualifications and Experience

- Willingness to undertake a relevant traineeship in business or administration.
- Experience working in a busy, customer-facing environment.
- Demonstrated interest in developing skills in administration and customer service.

Skills, Capabilities and Personal Attributes

- Friendly, professional and confident manner when interacting with students, families, staff and visitors.
- Capacity to work in a fast-paced environment and manage competing demands while remaining calm and organised.
- Willingness to learn, take direction and respond positively to feedback.
- Ability to use initiative, show sound judgement, and identify opportunities to improve processes and efficiency.
- Developing administrative and digital skills, with the ability to learn new systems.
- Reliable, punctual and able to work collaboratively as part of a team.
- Commitment to maintaining confidentiality and exercising discretion at all times.
- A demonstrated commitment to the safety, wellbeing, and inclusion of all children
- The ability to laugh at oneself, reflect and commit to continual learning
- The successful applicant must hold or be willing to acquire a Working with Children Check card and a National Police Record Check before employment.
- Aligned with the Loreto values of justice, sincerity, verity, freedom, and felicity in all interactions and decisions.