MT ST MICHAEL'S COLLEGE
UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES

POSITION DESCRIPTION

1. GENERAL INFORMATION

1.1 Position Information

Position Title:	Student Wellbeing Centre Receptionist
Classification:	Level 3
Status:	Permanent
Employment Type:	Term Time
Team/Department:	Administration
Reports To:	Dean of Student Wellbeing and Principal

1.2 Employment Information

Employer:	Mt St Michael's College Ltd
Location:	67 Elimatta Drive, ASHGROVE 4060
Agreement:	EB10 Catholic Employers Single Enterprise Collective Agreement – Religious Institute Schools of Queensland 2023 - 2026

1.3 Organisational Chart

An organisational chart relevant to this position is outlined as **Attachment 1.**

1.4 Further Information

For further information about the role, please contact Alexandra Quinlan, Human Resources on 3858 4248 or at hrm@msm.qld.edu.au

2. PURPOSE

The role holder works under the direction and supervision of the Dean of Student Wellbeing to provide professional and courteous administrative support to stakeholders. The Wellbeing Receptionist is a member of the Student Wellbeing team and plays a key role in creating a warm, welcoming and efficient reception area in the Wellbeing Centre, providing services to and liaising with students and staff. The role holder is responsible for managing the student flow in the Wellbeing Centre and providing general administration support to the Student Wellbeing team within the school.

As team support is a vital component of the administration operations, all team members must contribute to the effectiveness of its core business and positive working environment.

3. QUALIFICATIONS/REQUIREMENTS OF THE ROLE

3.1 Requirements of the Role

- Must hold and maintain a current Queensland Working with Children Clearance (Blue Card).
- Must hold a current First Aid Certificate.

3.2 Qualifications of the Role

No formal qualification is required, however the following characteristics would be an advantage:

- A minimum three years' experience in a similar role.
- A working knowledge of a Student Management System, such as TASS.
- Proficient in Microsoft Office Suite, including Microsoft Excel, Word, and PowerPoint.
- Familiarity with Microsoft Teams for collaboration and communication.
- Knowledge of SharePoint for file storage and document management.

3.3 Supporting the Mission of the College

This should be demonstrated by:

- Gaining a thorough knowledge of the mission, vision and values of the College.
- Applying the mission, vision and values in all interactions with members of the College community.
- Understanding, acknowledging and committing to College policies, procedures and management frameworks, including student protection and work health and safety.
- Participating in liturgies, prayers and other religious rituals.

4. FACTORS OF THE ROLE

4.1 Knowledge Application

- Knowledge of a range of routine work procedures and tasks and the operation of associated tools, equipment and materials.
- An understanding of the relevant policy/procedural frameworks.

4.2 Accountability

- Is accountable for setting work priorities that align with the goals of the administration team.
- Is responsible for accuracy and timeliness of advice provided to students, parents, school staff and the wider community and has an awareness of emerging issues from these contacts.
- Works collaboratively to achieve results which contribute to the team goals.

4.3 Scope and Complexity

- Problems faced may have some complexity yet are broadly similar to past problems and are dealt with through appropriate communication.
- Solutions generally can be found in documented precedents, knowledge of school activities, procedures and or/instructions, though these may require interpretation and application of judgement.
- There may be occasions where unfamiliar circumstances may require some judgement or technical assistance sought.

4.4 Guidance

- Works under general supervision within established procedures and practices
- Objectives, priorities and deadlines are defined with some autonomy about how work is performed.
- The work may involve working independently to manage specific tasks, processes or activities against stated objectives, with supervision generally limited to complex tasks or unfamiliar situations.

4.5 Decision Making

- Administrative and operational decisions chosen from a range of established alternatives within defined parameters and following established procedures and protocols.
- Decisions are likely to impact the Wellbeing Centre. Information or incidental services are provided to parents, staff, students, wider community which allows those stakeholders to make informed decisions.
- Actions of the position may impact operational efficiency or output, or service delivery for the Wellbeing Centre.

4.6 Problem Solving

- Work generally involves straightforward, well-defined tasks.
- Problems are similar and are generally resolved by reference to clear procedures and past experience, or by referral to others.
- Some initiative is required in completing largely procedural tasks, for example in responding to varying circumstances.
- Identifying and making minor changes to standard procedures and methods may be necessary.

4.7 Contacts and Relationships

- Communicate with and provide information and advice to a range of stakeholders and assist in resolving straightforward matters.
- Apply standard procedures to meet requirements and offer assistance to solve problems.
- Deliver an effective customer service and providing quality, accurate and consistent advice.

4.8 Negotiation and Cooperation

- Interactions with staff and students is generally in terms of advice and support rather than simply providing information.
- Issues are generally not contentious but require establishing how needs can be met.
- A level of tact, diplomacy or persuasion is required.

4.9 Management Responsibility/Resource Accountability

- There is some limited supervisory responsibility or coordination of others' work.
- The role may assist in the guidance or training of new or less experienced colleagues.
- Provides advice and guidance on procedural matters.
- Some direct responsibility for administration of resources.

5. TYPICAL DUTIES

5.1 Responsibilities

- Provide a high level of administrative support to the Student Wellbeing Staff including but not limited to:
    - Preparing correspondence
    - Scheduling appointments and calendar management
    - Phone messages
    - General office duties including filing, photocopying and document preparation
- Maintain accurate and confidential student wellbeing records
- Assist in the preparation of events, for example Charity Ball, Semi Formal and Graduation
- Manage student flow through the Student Wellbeing Centre
- Maintaining the physical environment of the Wellbeing Centre, for example promoting current events, cleanliness of breakout rooms and restocking of supplies.
- Distribute messages to student cohorts via Teams in Student Notices
- Organise purchasing of resources
- Other duties as directed by the Principal.

6. HOURS OF DUTY

38 hours per week, Monday to Friday from 8:00 am to 4:06 pm (includes 30 mins lunch break).

7. CONDITIONS

This equates to approximately 40 - 41 weeks per year plus pro-rata annual leave and leave loading.

8. SALARY

In accordance with Level 3 of the School Officers' Classification in the Catholic Employing Authorities Single Enterprise Collective Agreement – Religious Institute Schools of Queensland 2023 – 2026.

WRITTEN IN CONSULTATION:	APPROVED BY:	DATE:
Sian Mason, Dean of Student Wellbeing Alexandra Quinlan, Human Resources Officer	Sharon Volp, Principal	November 2025

ATTACHMENT 1

Organisational Chart