

POSITION DESCRIPTION

Job Title	Receptionist – Main Administration	Position Type	Permanent Full Time
Department	Administration	Direct Supervisor	Manager – Human Resources
Location	Onsite	Hours	7.30 am – 3.45 pm

Position Summary

The role of the Receptionist – Main Administration at Ormiston College is to assist and support all members of the College community - students, parents, teachers and visitors. You will be the first point of contact for many of these people and contribute to the College's aims, objectives, and ethos through your work on the Reception desk and throughout the school.

This position requires a friendly, approachable, and well-organised individual who can manage enquiries efficiently while maintaining a high level of professionalism and discretion. The ability to communicate clearly and build positive relationships across the school community is essential.

Strong organisational skills, attention to detail, and the ability to prioritise tasks in a busy environment are critical to success in this role.

This is a varied and fast-paced front office role at the heart of the College's daily operations.

Mandatory Requirement

This position requires you to hold a Paid Working with Children Check (Blue Card), in accordance with QLD legislative requirements. Your employment is conditional upon obtaining a Working with Children Check (Blue Card) through the Queensland Government's Department of Justice and Attorney-General.

Reporting Relationships

The Receptionist – Main Administration is accountable to the Manager - Human Resources.

Role Responsibilities

- First point of contact for all Main Administration calls, visitors, couriers, emails and parents.
- Managing reception and telephone duties relating to Main Administration and supporting the entire campus.
- Ensure the smooth day-to-day running of the Main Administration Reception.
- Assisting teachers and students with enquiries and routine processes.
- Student Absence processes and maintaining accurate student records.
- Ensuring the reception and reception areas are always presentable.
- Providing administrative support where necessary.
- Communicating effectively and displaying a high level of interpersonal skills to function as an effective team member.
- Support student wellbeing by responding calmly and appropriately.

- Ensure confidentiality and handle sensitive information with discretion.
- Maintaining records including courier services, registers, post property, etc.
- Displaying respect and empathy for students, parents, and other community members.
- Order and maintain stationery and office supplies.
- Support the College Print Room as required.
- ADHOC duties as required.

Continuous Improvement

- Engage in professional development improves leadership qualities.
- Drive a culture of continuous improvement, leading initiatives to enhance approaches to culture, student wellbeing, and overall, College performance.
- Monitor and evaluate the effectiveness of programs and initiatives, using data-driven insights to inform decision-making processes.

Core competencies

Integrity:	<ul style="list-style-type: none"> • Demonstrates honest, ethical, and transparent behaviour in all actions and decisions. Acts in the best interests of the College, upholding its values and maintaining trust.
Initiative:	<ul style="list-style-type: none"> • Proactively takes on responsibilities and challenges, identifying opportunities to improve outcomes without needing direction.
Flexible Team Player:	<ul style="list-style-type: none"> • Works effectively across a variety of situations and with individuals and groups, applying a 'whatever it takes' attitude to support the broader team and College community.
Planning and Organisational Skills:	<ul style="list-style-type: none"> • Establishes and follows a clear course of action to achieve both short and long-term goals in an efficient and structured manner.
Achievement Driven:	<ul style="list-style-type: none"> • Sets clear goals and works persistently to achieve them with enthusiasm, determination, and a commitment to continuous improvement.
Communication Skills:	<ul style="list-style-type: none"> • Communicates clearly, professionally, and confidently in both written and verbal forms with internal and external stakeholders.
Organisational Competencies:	<ul style="list-style-type: none"> • Community Orientation: demonstrates a strong commitment to adding value to the student and family experience, always ensuring positive and supportive engagement.
	<ul style="list-style-type: none"> • Strives for high performance: consistently seeks excellence in work output for self and others, setting high standards and striving for continuous improvement.
	<ul style="list-style-type: none"> • Teamwork and co-operation: works collaboratively with others, valuing diverse perspectives and contributing positively to team outcomes.
	<ul style="list-style-type: none"> • Flexibility: adapts behaviour and approach to suit changing environments, responsibilities, or the needs of others.
	<ul style="list-style-type: none"> • Time Management: effectively plans and prioritises tasks to manage time efficiently and meet deadlines.
	<ul style="list-style-type: none"> • Thoroughness: pays attention to detail, ensuring accuracy and completeness in all work tasks and documentation.

Key Performance Indicators

	Task	Skills	Measurable Metrics
Reception and Customer Service Excellence	Provide a professional, welcoming, and efficient first point of contact for students, parents, staff, and visitors while ensuring the smooth day-to-day operation of the Main Administration Reception.	Customer service excellence	Always maintain a professional and welcoming reception environment.
		Communication and interpersonal skills	Respond to phone, email, and visitor enquiries in a timely and professional manner.
		Professional presentation	Achieve positive feedback from parents, students, staff, and visitors.
		Problem-solving	Escalate enquiries and issues appropriately and within agreed timeframes.
		Time management	Demonstrate professionalism and confidentiality in all interactions.
Administration, Compliance and Record Management	Ensure accurate administration processes, student records management, and compliance requirements are maintained in accordance with College procedures.	Attention to detail	Student absence records maintained accurately and updated within required timeframes.
		Administrative accuracy	Administrative tasks completed accurately with minimal errors.
		Organisation and prioritisation	Registers, courier records, mail, property records, and other documentation maintained and up to date.
		Data management	Stationery and office supplies monitored and maintained to support operational requirements.
		Confidentiality and discretion	Compliance with College privacy, confidentiality, and record management expectations.
Student and Community Support	Support student wellbeing and provide a calm, responsive, and supportive service to students, parents, and members of the College community.	Empathy and emotional intelligence	Student enquiries and wellbeing concerns managed appropriately and escalated when required.
		Conflict resolution	Positive and respectful interactions maintained with students, parents, and staff.
		Student-centred approach	Demonstrated ability to remain calm and professional during high-pressure situations.
		Communication skills	Timely support provided to teaching staff and students with routine enquiries and processes.
		Professional judgement	Contribution to a positive and supportive College environment.

	Task	Skills	Measurable Metrics
Continuous Improvement and Team Contribution	Actively contribute to team effectiveness, operational improvements, and ongoing professional development to enhance service delivery and College outcomes.	Continuous improvement mindset	Participate in professional development opportunities throughout the year.
		Initiative and adaptability	Identify and implement at least 1–2 process improvement initiatives annually.
		Collaboration and teamwork	Support additional administration functions, including Print Room and campus-wide administrative activities as required.
		Professional development	Demonstrate a positive contribution to team culture and collaboration.
		Problem-solving	Actively contribute ideas and solutions that improve efficiency, service delivery, or the student experience.
Brand	To maintain the school brand. Ensuring excellence and professionalism	Consistent adherence to school values and presentation standards	100% compliance with dress code; communication evaluated as “professional” in termly check-ins
		High-level written and verbal communication	
		Commitment to delivering a positive and professional first impression	0 complaints related to professionalism; consistent recognition in feedback loops
Environment	Support a quality workplace culture and contribute to a positive working environment	Team collaboration and respectful communication	Active contribution in monthly team meetings.
		Initiative to support and uplift colleagues	Participation in workplace initiatives; absence of unresolved interpersonal issues in team reviews.

Position Requirements

- A minimum of 2 years’ experience in a school environment, or similar role.
- Handle confidential and sensitive information with discretion and professionalism.
- High attention to detail and accuracy, particularly in data entry tasks.
- Professional judgement and high-level initiative are needed.
- Demonstrated sound personal qualities of tact, reliability, and an ability to work with others both individually and as a member of a team.
- Proficiency in Microsoft 365, with strong skills in Word and Excel.
- A self-starter who is detail-oriented and thrives in a fast-paced learning environment
- A proactive attitude with a willingness to learn and take initiative
- A commitment to integrity, professionalism, and the well-being of students, reflecting the College’s values such as responsibility and good citizenship

How to apply

- Via Seek – submit your resume and cover letter, which includes covering the selection criteria.
- Via Email – submit your application to humanresources@ormistoncollege.com.au. Please attach your resume and cover letter, which includes covering the selection criteria.

We extend our sincere thanks for your interest in joining the team at Ormiston College; however, only those selected for an interview will be contacted.

Applications will not be accepted after the closing date.

The College reserves the right to interview and appoint a suitable candidate prior to the closing date of this advertisement. We encourage interested applicants to submit their application as soon as possible.

Other conditions of employment, including entitlements, are as per the Ormiston College Enterprise Agreement, a copy of which will be available upon request, should your application progress to interview.

Further information about Ormiston College can be accessed at www.ormistoncollege.com.au