

## Position Information Document

# Receptionist & Administration Officer

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### School Context

St Aloysius College is a Catholic school for girls shaped by the tradition of Mercy. St Aloysius College was established in Adelaide in 1880 by the Sisters of Mercy to educate girls to realise their own potential and to contribute fully to the wider community. The College's Mercy Lights Strategic Plan calls us to find new and creative ways to embody Mercy and to take up the challenge to empower young women to play a vital part in our world.

*Our mission: With faith and courage, we nurture in our students an enduring zest for all aspects of life and learning, inspiring them to be confident individuals who make a difference in the world.*

The Mercy Values of St Aloysius College underpin all that we do:

*Compassion ♦ Hospitality ♦ Justice ♦ Service ♦ Respect ♦ Courage*

### Position Overview

The Receptionist & Administration Officer is responsible for conveying first impressions of the College and provides friendly, prompt and professional customer service. Essential to the position is the ability to provide a warm welcome in all interactions with parents, staff, students and visitors. Working closely as part of a team of two Receptionists, and within a larger team of Administrative Officers, the Receptionist & Administration Officer will also be required to undertake various administrative duties to support the daily operation of the Front Office and College.

### Position Details

**Position Title:** Receptionist & Administration Officer

**Key Working Relationships:** Direct Line Manager: Human Resource Manager  
Accountable to: Principal  
Staff, Students, Families

**Standard Hours of Work:** Hours per week: 37.5  
Weeks per year: 52 weeks

**Position Classification:** Education Support Officer – Administrative Services

Grade: 2

*Terms and conditions in accordance with the South Australian Catholic Schools Enterprise Agreement (2020)*

## ROLE SPECIFICATIONS

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The Key Result Areas below identify the priorities of the position.

### KRA: Living out Mercy values in the SAC environment

You fulfil a vital role in supporting the mission of the College by honouring the Mercy ethos and by making a positive contribution to the development of a Catholic Community. You are encouraged to participate fully in the life of the College and to support school activities and functions. This may require you to assist with the supervision of students or other allocated tasks at major school events such as sport carnivals, Masses, Mercy Day activities as well as participate in professional development, staff meetings and other meetings as required.

### KRA: Providing a warm welcome to all students, parents, staff and visitors to the College

Achieve this by:

- As the first point of contact, the Receptionist welcomes all students, parents and visitors to the school.
- Employing excellent interpersonal and communication skills
- Working collaboratively and respectfully as part of a team
- Managing a busy switchboard, directing calls as appropriate
- Accessing the student/family computer administration systems (Synergetic, SEQTA and Consent2Go) to ascertain information, as required
- Ability to work productively with staff to solve problems with minimal direction
- Ability to always maintain confidentiality whilst supporting the Catholic ethos of the College
- Employing high level of organisational skills while engaging a flexible attitude and positive outlook

### KRA: Managing student attendance recording and maintaining student data

Achieve this by:

- Proficiency using SEQTA to record and verify student attendance
- Contacting parents if student absence is not notified
- Providing absentee reports to staff each morning as well as weekly summaries to key staff
- Maintaining accurate records of student and family information in the computer administration systems (Synergetic and Consent2Go)

### KRA: Undertaking various administrative tasks

Achieve this by:

- Undertaking various daily tasks, including franking and posting mail and receipting payments over the counter
- Ensuring staff photocopiers are functioning and that supplies are maintained
- Assisting with catering and ordering of related supplies
- Providing administrative support to the Leadership Team and Human Resource Manager
- Act as a Nominated Authorising Person (NAP) for Catholic Archdiocese of Adelaide police checks (training provided)
- Providing first aid services for students, supporting the school Nurse
- When required, work collaboratively with OSHC staff to accurately record student attendance.

## PERSON & PROFESSIONAL SPECIFICATIONS

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### Skills

- Excellent oral and written communication skills and interpersonal abilities

- Ability to work collaboratively and cooperatively with other members of the College staff
- Ability to interact with children in a positive, sensitive and respectful manner
- Ability to assist parents in a professional, supportive and sensitive manner
- Ability to assist visitors to the College in a welcoming and professional manner
- Proficiency using information technology and the ability to adapt to new technologies
- To be proactive, flexible and self-motivated to work independently
- Have the ability to review personal performance and adjust appropriately
- Willingness to perform any other duties as required from time to time by the Principal

#### Knowledge

- Knowledge of and commitment to the Catholic ethos
- Knowledge of local community
- Knowledge of and commitment to the principles of equal opportunity
- Knowledge of responsibilities of the process of Mandatory Reporting
- Knowledge of the responsibilities of the employer and employee under the Work, Health & Safety Legislation

#### Experience/Qualifications/Training

- Experience in Receptionist positions
- Current Provide First Aid in an Education and Care Setting (HLTAID012) Certificate
- Current Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) Certificate
- Current Department of Health Services Working with Children screening clearance
- Current Screening and Verification Catholic Clearance Card (Catholic Archdiocese of Adelaide)

#### Special Conditions

- Flexibility of hours will be required around events in the life of the College for example but not limited to Open Night, enrolment days, special masses and celebrations, and around Key Result Areas (KRA) of the role
- Unless for special circumstances, annual leave is to be taken during school holiday periods. There is a compulsory time of annual leave in the Christmas-New Year period
- There is a requirement to participate in an annual performance review

#### Work Health and Safety

This role is deemed to be a *Worker* under the South Australian Work Health and Safety (WHS) Act 2012.

As a *Worker*, while at work you must:

- take reasonable care for your own health and safety
- take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- comply, in so far as you are reasonably able to, with any reasonable instruction given by the employer
- cooperate with any reasonable policy or procedure of the employer that is related to health and safety at the workplace that has been notified to workers

Reference: Division 4, Section 28 WHS Act 2012

This position information document indicates the general nature and level of work performed by the incumbent and is not a comprehensive listing of all responsibilities, tasks and outcomes.

**Date PID updated: May 2025**