



Position Title	Receptionist
Reports To	Business Manager
Department	Administration
Location	All Souls St Gabriels School
Employment Conditions	As per the All Souls St Gabriels School Enterprise Agreement
Classification	School Officer, Level 2
Contact Officer	Business Manager
Phone	07 4787 1433
Email	employment@allsouls.qld.edu.au

About All Souls St Gabriels School

All Souls St Gabriels School (ASSG) is an independent, co-educational, Pre-prep to Year 12 day and boarding school in the Anglican tradition. Located in Charters Towers, 130km southwest of Townsville, the School caters to students from all over Queensland and the Northern Territory. Charters Towers is an educational hub hosting several well-established boarding schools.

Our Mission

To nurture young people in the development of their mind, body, and spirit.

Our Vision

Shaping students who seize opportunities and have the skills, knowledge, and desire to contribute, lead, and serve.

Our Values

- **Integrity** - We are honest with ourselves and others; we listen to our conscience to do the right thing.
- **Respect** - We have respect for ourselves and others, history and tradition, and our environment.
- **Resilience** - We are encouraged to extend ourselves, to see every hardship, challenge, and error as a learning experience and an opportunity to grow.
- **Service** - Our School motto, *Severe regnare est* ("To serve is to reign"), inspires us to think beyond ourselves and to consider the needs of others and our community.

We are a School that actively promotes child-safe standards and is committed to upholding the safety and welfare of our young people as required under the Child Safe Organisation Act 2024.



Position Purpose

The Receptionist plays a central role in ensuring a warm, professional, and welcoming experience for all members of the School community. This position is responsible for delivering friendly and efficient customer service, fostering a supportive atmosphere for parents, staff, students, and visitors.

Based in the Main Administration Building, the School Receptionist provides dedicated frontline support, handling enquiries with professionalism, accuracy, and discretion. A high level of confidentiality and sound judgement are essential to the role.

In addition to reception responsibilities, the position offers some basic administrative support to the Business Manager, contributing to the smooth and effective operation of the Main administration team.

Organisational Relationships

Internal Relationships

- Business Manager
- Administration and Support Staff - Collaborates on event planning, logistics, purchasing and coordination
- School Staff - Liaises to convey information from the main administration

External Relationships

- Parents and Caregivers - Provides courteous and professional communication on behalf of the School ensuring enquiries and concerns are directed appropriately
- Contractors and Service Providers - Coordinates contractor access and logistics involving suppliers, delivery of resources and directing contractors
- Visitors and Community Stakeholders - Represents the School at front reception with professionalism and warmth
- Point of contact for prospective staff and families when arriving for school tours, interviews or other meetings

What Success Looks Like

- The main reception area of the School is managed seamlessly, ensuring all enquiries are dealt with in a professional friendly and welcoming way
- Sensitive and confidential information is handled with absolute discretion and professionalism
- The Receptionist proactively identifies and resolves issues, anticipating emerging needs
- Transport bookings are managed and coordinated to ensure driver and vehicle availability
- Management of all registration related tasks and servicing bookings for vehicle repairs and general maintenance
- School operations including transportation, mail distribution and communication requiring receptionist assistance are well-coordinated, with deadlines and commitments consistently met
- Stakeholders experience a high standard of service, professionalism, and responsiveness
- All associated administration is carried out in a professional and timely manner



Key Accountabilities

Reception Duties

- Receive incoming calls to the School within a timely manner
- Ensure that the reception desk is attended
- Receive and distribute all messages efficiently to the relevant staff member or student
- Greet guests at reception to meet with requirements in a timely and professional manner
- Effectively manage information flow in a busy reception environment, including external calls, enquiries and messages for staff, parents and students
- Arrange distribution of all mail and all deliveries
- Ensure visitors sign in and out of the School
- Maintain the off campus register for staff
- Distribute keys and swipe cards to contractors and maintain the key register
- Ensure the reception area is kept tidy and inviting
- Receipt payments from parents or the public as required
- Utilise the School electronic funds transfer point of sale (EFTPOS) machine
- Take any complaints or suggestions from members of the School community and direct these to the right staff member to progress
- General office duties as required
- Assist with the coordination of the School's First Aid Training
- Assist with School Accommodation processes including, inspection reports, inventory logs and documenting damage

Developing and Maintaining Positive Relationships

- Work effectively and collegially as a member of a School team
- Exercise effective communication skills with students, colleagues, parents or guardians, and others
- Participate in partnerships with colleagues to reflect critically and constructively as part of a culture of continuous improvement
- Maintain confidentiality regarding sensitive or private information about students, families, colleagues and the School, and communicate information appropriately when necessary

Effective and Efficient Administration

- Complete administrative tasks accurately, according to necessary administrative deadlines, and maintain accurate records
- Model high standards of punctuality, dress, language and other standards and expectations in the School
- Develop and maintain effective professional partnerships with other staff
- Attend staff meetings as required
- Undergo child protection and other mandatory training annually
- Ability to work as a vital member of a team to maintain the highest standards of our School environment
- To present and work in a professional manner and be cognisant that your conduct both on and off site reflects the School's reputation
- Ability to work with full-time, part-time, and volunteer staff recognising the needs and duties of all
- Ability to work with students in a friendly yet disciplined manner



Workplace Health and Safety (WH&S)

- Maintain a strong understanding of the principles of Workplace Health and Safety as they apply in a school
- Comply with all WHS policies, procedures, and directions
- Take reasonable care for personal safety and the safety of others
- Participate in safety training, consultation, and hazard reporting
- Use equipment safely and follow correct manual handling techniques
- Report any hazards, incidents, injuries, or near-misses immediately
- Complete the School's mandatory training annually, which includes the WH&S module

Extent of Authority

- Operates with a level of autonomy in managing the operations of the main reception of the school
- Acts as the first point of contact for all stakeholders, clients, staff and students seeking information
- Exercises discretion in prioritising and managing requests from members of staff and the Senior Leadership Team
- Liaises directly with staff, students, families, and external parties to facilitate timely information flow and task resolution
- Exercises judgement in identifying issues that require escalation
- Maintains and safeguards sensitive and confidential information
- Has no financial delegation but may arrange purchase orders, ordering of resources and supporting staff who have purchase requests

Key Challenges

- Managing Competing Priorities - Balancing a high volume of tasks, urgent requests, and shifting priorities while managing the main reception desk
- Maintaining Confidentiality and Discretion - Handling sensitive matters with the utmost professionalism, often involving confidential staff and student information
- Representing the School as first point of contact - Ensuring all communication reflects the professionalism, values, and leadership expectations of the school

Ideal Candidate

Mandatory Requirements

- Current Queensland Working with Children Check (Blue Card)
- Legal right to work in Australia
- Prior experience as a receptionist in a complex organisation
- Demonstrated experience managing confidential matters and representing an organisation professionally and responsively

General Skills and Abilities

- Administrative and organisational skills with the ability to manage multiple priorities and work under pressure
- Excellent interpersonal and communication skills, with the ability to build rapport and credibility across all levels of the organisation
- High level of proficiency in Google Workspace and other document management systems
- Ability to exercise sound judgement, discretion, and confidentiality in all matters.
- Effective problem-solving and decision-making skills with a proactive, solution-focused approach