

Senior School Receptionist

Purpose and Outline of Role

The Senior School Receptionist plays a central role in the daily operations of Queenwood's Senior School, providing professional reception, administrative and student support services. As the first point of contact for students, parents, staff and visitors, the role represents the School to the wider community and ensures a welcoming, organised and efficient reception environment.

Working as part of the Senior School administrative team, the Receptionist supports the smooth functioning of the School through the coordination of communication, attendance monitoring, student welfare support and a range of administrative tasks. The role requires strong organisational skills, excellent communication, and the ability to respond calmly and effectively in a busy school environment.

Reporting Relationships

The Senior School Receptionist reports ultimately to the Principal and directly to the Assistant to the Deputy Principal & Senior School Administration Coordinator. The role works closely with Senior School administration staff, teaching staff, Year Coordinators and other key members of the School community.

Employment Basis

This is a full-time, permanent position for 38 hours per week, working during both term time and non-term time, commencing Monday, 3 August 2026 (negotiable). Annual leave is to be taken during the school holiday periods.

Key Responsibilities

The following list outlines the key responsibilities associated with this role. At times, the role may also be required to support the wider school community. Additionally, the Principal (or delegate) may assign further duties as needed.

Reception and Communication

- Act as the first point of contact for the Senior School, responding to telephone and in-person enquiries.
- Provide a warm, professional and helpful response to students, staff, parents and visitors.
- Direct enquiries appropriately and provide accurate information when required.
- Take messages and ensure these are communicated promptly to relevant staff.
- Ensure all visitors comply with the School's sign-in and security procedures.
- Manage, sort and distribute internal and external mail.
- Uphold the professional standards and values of Queenwood as the public face of the Senior School.

Student Attendance and Welfare

- Manage daily student absences and monitor attendance throughout the school day.
- Assist with procedures relating to students leaving early or arriving late.
- Liaise with teaching staff and Year Coordinators regarding attendance matters.
- Monitor medical updates via Sentral and ensure records are maintained accurately.
- Provide basic first aid assistance and respond appropriately to student health needs.
- Maintain a tidy and well-organised sick bay and ensure first aid supplies are regularly checked and replenished.

Administrative Support

- Perform a range of administrative tasks including filing, printing, photocopying and maintaining records.
- Maintain electronic noticeboards and assist with school communications.
- Manage pocket awards, including issuing replacements where required.
- Coordinate uniform orders and follow up on uncollected items.
- Maintain records of borrowed uniforms and follow up outstanding returns.
- Issue lift passes to students where approved.
- Oversee lost property.
- Coordinate bus bookings as required.
- Receive deliveries and notify relevant staff.
- Prepare detention correspondence and maintain detention lists in collaboration with Year Coordinators.
- Assist with administrative processes for excursions where required.
- Provide administrative support to members of the Senior Leadership team when their assistants are unavailable.
- Undertake additional administrative tasks that can be completed at Reception as required.

Facilities and Presentation

- Maintain the reception area to a consistently high professional standard.
- Ensure the reception kitchen area is tidy and well maintained.
- Maintain the stationery room in a clean and organised manner during holiday periods.

Key Competencies

- Professional presentation and a calm, courteous manner.
- Strong organisational skills and the ability to manage competing priorities.
- Excellent communication and interpersonal skills.
- Ability to respond flexibly and calmly in a busy school environment.
- Confident use of written English.
- Strong ICT skills including proficiency with Microsoft Office applications.
- Advanced First Aid qualification, or willingness to undertake this training (mandatory for reception staff).
- Ability to respond appropriately to student health or medical incidents.
- A sensitive but confident approach when dealing with students, parents and staff.
- Ability to work independently while contributing positively to a collaborative team environment.

Personal Attributes

- Highly organised with strong attention to detail.
- Ability to multi-task in a busy and dynamic school environment.
- Initiative and a proactive approach to supporting colleagues and the broader school community.
- Excellent telephone manner and customer service skills.
- Professional personal presentation appropriate for a front-facing role.
- Collegial approach to work and a positive sense of humour.
- Flexibility and willingness to assist during periods of staff absence or high demand.
- Commitment to contributing positively to the life of the School.

Qualifications

- Current Advanced First Aid qualification, or willingness to obtain.

Work, Health and Safety

The School is committed to providing a healthy and safe workplace for everyone. All staff have a responsibility to take reasonable care for their own safety and that of everyone else at school or involved in school activities. As such, you must comply with reasonable Workplace Health and Safety instructions, policies and procedures, including the provision of care to students within the scope of your role. You will also participate in school safety, such as by completing risk assessments, addressing hazards and reporting safety incidents.

Concluding Remarks

This position description gives an indication of the scope and nature of work that an employee at this level may be expected to perform. However, the statement does not restrict the employer's right to require the employee to perform any task that is within the employee's competency and skill that is reasonable incidental to or associated with the position held.

Statement of Commitment to Child Safety and Wellbeing

Queenwood is dedicated to creating a safe and child-friendly environment for all children and young people in our care. We emphasise a zero-tolerance policy for child abuse and harm, prioritising the best interests of students and their safety. The School is fully committed to complying with child protection laws and regulations, and we aim to foster a child-safe culture. Every member of the school community is responsible for ensuring the wellbeing and safety of all students, with a focus on keeping students' safety paramount in all their actions and decisions. Please note that as part of our recruitment process, all prospective candidates are subject to rigorous background, qualification and employment checks, including the verification of references.

Applications

Please email applications and/or send enquiries to: employment@queenwood.nsw.edu.au

Applications should include:

- Your WWC number
- Resume & cover letter addressing the criteria / position requirements
- Queenwood Non-Teaching Staff Application Form: [Employment Non-Teaching Form](#)
- Your email address
- Names and phone numbers of three confidential referees

The successful applicant must be legally permitted to work in Australia and hold a valid working with children clearance in NSW.

Applications will close 9am, Monday 13 July 2026. Please note that interviews may be scheduled at any time during the recruitment process. Queenwood reserves the right to close applications and/or withdraw the advertisement at any stage should a suitable candidate be identified.