

Junior School Receptionist

Purpose and Outline of Role

The Junior School Receptionist is a key member of the Junior School team, providing administrative and operational support to ensure the smooth day-to-day operation of the Junior School. The role supports staff, students and families across a broad range of areas, including reception, administration, student attendance, events and general school operations.

The primary function of the Junior School Receptionist is to provide exceptional customer service and administrative support at Queenwood's Junior School.

As the first point of contact for visitors, families, students and members of the wider community, the Junior School Receptionist plays an important role in representing the School. A professional, welcoming and courteous manner, together with a well-presented appearance, is essential.

Reporting Relationships

The Junior School Receptionist reports ultimately to the Principal and directly to the Assistant to the Head of Junior School & Junior School Administration Coordinator. On a day-to-day basis, the role may also receive direction from the Head of Junior School and the Director of Curriculum (K-6) and works closely with the Junior School Administration & Student Support Assistant.

Employment Basis

This is a permanent full-time position commencing at the beginning of Term 4, Monday 12 October 2026. The role is term time only (including staff days). Working hours are Monday to Friday, 7.54am – 4.00pm.

Key Responsibilities

The following list outlines the key responsibilities associated with this role. From time to time, the role may also be required to support the broader School community. The Principal (or delegate) may assign additional duties as required.

- Provide a warm, professional and welcoming first point of contact for students, staff, parents, visitors and members of the public.
- Manage telephone, email and face-to-face enquiries in a courteous, timely and professional manner.
- Maintain a reliable and professional presence at Reception throughout working hours.
- Ensure all visitors comply with the School's sign-in, identification and security procedures.
- Receive and relay messages promptly to the appropriate staff members.
- Perform a range of administrative duties, including filing, printing, photocopying and data entry.
- Manage, sort and distribute incoming and outgoing mail and deliveries.
- Coordinate Junior School bus bookings.
- Assist with student attendance procedures, including managing late arrivals, early departures and student absences.

- The ability to respond confidently and appropriately as first point of call to student health and First Aid needs.
- Assist in the administration and documentation of student health and wellbeing matters which includes First Aid Action Plans, and any student medication is distributed as per prescription.
- Prepare First Aid kits for excursions.
- Assist with the set-up and pack-down of the Boardroom as required.
- Monitoring the reception email inbox and responding or redirecting enquiries.
- Managing deliveries, couriers and lost property.
- Maintaining reception supplies and stationery.
- Assisting with emergency procedures (including maintaining visitor registers during evacuations).
- Coordinate Junior School communications in emergency response procedures
- Manage class rolls in ERP situations
- Keep abreast of Notices and Calendar details on the School management systems to provide enquiry information
- Liaise with Mosman Preparatory School regarding After School Care Bookings.
- Assist K – 2 girls catching the Queenwood bus to after school activities at the Senior School.
- Undertake other duties as directed by the Principal or the Principal's delegate from time to time.

Personal Attributes

- Calm, warm, collegial and professional demeanour.
- Confident, flexible and proactive approach, with the ability to respond professionally and resourcefully to changing priorities.
- Excellent written and verbal communication skills.
- High level organisational and time management skills, with exceptional attention to detail.
- Strong customer service skills and the ability to build positive relationships with students, families, staff and visitors.
- Outstanding work ethic, including a willingness to work flexibly when required.
- Demonstrated initiative, sound judgement and resilience.
- Ability and willingness to reflect on and continually improve professional practice.
- Ability and willingness to contribute positively to the wider life of the School and support its values.
- Genuine commitment to educational excellence and an appreciation of the ethos and values of Queenwood.

Qualifications

- Current Advanced First Aid qualification, or willingness to obtain.
- Previous experience in an administrative or reception role, preferably within an education or customer service environment (desirable).
- Demonstrated proficiency in Microsoft Office and the ability to learn school management systems.

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.

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, 31 August 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.

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.