



Receptionist

Monivae College, is a co-educational day and boarding school offering a dynamic Catholic education in the charism of the Missionaries of the Sacred Heart (MSC). We are a heart centred learning community that embodies the core values of love, positive relationships and compassion. We are the largest provider of secondary education in the region, focused on educating the mind, spirit and heart. Known for developing a high-quality teaching and support staff cohort, Monivae is recognised as an employer of choice. We are a future focussed school supporting staff in their professional growth and leadership. Please click the link for a [virtual School tour](#).

The Receptionist serves as the first point of contact for students, parents, and visitors. This position involves administrative tasks, managing communication, and supporting the smooth operation of the school's front office.

This position will:

- Greet and assist students, parents, staff, and visitors, providing information and directing them to the appropriate resources or personnel.
- Manage phone calls and emails, responding to inquiries or forwarding them to the relevant departments.
- Maintain attendance records by tracking student arrivals, departures, and absences, and notifying parents as necessary.
- Handle school deliveries and mail by receiving and distributing packages, forms, and communication for staff and students.
- Support administrative tasks, including scheduling appointments, maintaining office supplies, or other duties as needed.

Applicants will have relevant qualification and demonstrated skills and experience in the delivery of customer service and administration. You will also demonstrate excellent communication and interpersonal skills.

How to Apply

Applications are to be addressed to the Director – Compliance, Risk and Culture, Elle Guthrie and emailed to employment@monivae.vic.edu.au.

Please include:

1. A completed application form;
2. An application cover letter;
3. An evidence-based statement addressing the key selection criteria/mandatory requirements of no more than 4 pages; and
4. A professional Curriculum Vitae including full employment history and positions of leadership (no more than 4 pages).

Successful applicants are required to demonstrate a commitment to Catholic education, be compliant with Mandatory Reporting certification, hold a current Working with Children Check and undergo a National Police Check.

Applications close Sunday 22 February 2026

The Monivae College community supports and promotes the safety, wellbeing and inclusion of all children and has a zero tolerance for child abuse.

A proud MSC College: ABN 24 071 878 549



POSITION DESCRIPTION

POSITION:	Receptionist
DEPARTMENT:	Administrative
DATE PREPARED:	January 2025
REPORTS TO:	Business Manager / Director of Compliance, Risk and Culture

WORKING ENVIRONMENT

Monivae College, is a co-educational day and boarding school offering a dynamic Catholic education in the charism of the Missionaries of the Sacred heart (MSC). We are a heart centred learning community that embodies the core values of love, positive relationships and compassion. We are the largest provider of secondary education in the region, focused on educating the mind, spirit and heart. Known for developing a high-quality teaching and support staff cohort, Monivae is recognised as an employer of choice.

The College has outstanding facilities, invests in innovation and is focused on excellence across a broad range of curricular and co-curricular offerings. Monivae is a progressive Catholic Secondary College, with a dynamic curriculum and a clear vision of its future. An ongoing capital works program has seen significant development in College facilities over the years. These include dynamic learning environments, a 6-lane indoor cricket centre, double stadium, indoor swimming pool, performing arts centre, heated undercover student recreation area, on campus boarding facilities, school wide wireless computer network and beautiful campus and grounds.

Monivae College is in a phase of growth and positive change, demonstrated by our membership of "New Metrics," a partnership with Melbourne University and other forward-thinking schools across Australia. We are a future focussed school supporting teaching staff in their professional growth and leadership.

Monivae College is committed to Child Protection and to the implementation of its Child Safe policies and practices. Monivae College has zero tolerance for child abuse.

OUR VISION

Monivae College is a Catholic secondary co-educational day and boarding school welcoming to everyone. Inspired by the vision of Jules Chevalier and spirituality of the Missionaries of the Sacred Heart.

OUR TOUCHSTONE STATEMENT

Mind, Spirit, Heart

POSITION SUMMARY

The Receptionist reports to the Business Manager and Director of Compliance, Risk, and Culture. The Receptionist serves as the first point of contact for students, parents, staff, and visitors, providing a welcoming and professional presence at the school.

This role is responsible for managing front office operations, including answering inquiries, handling telephone calls, and coordinating incoming and outgoing correspondence. The Receptionist ensures smooth administrative support for daily school activities, maintains accurate records, and assists with various tasks to facilitate the efficient functioning of the school environment. A strong emphasis is placed on confidentiality, communication skills, and a proactive approach to delivering excellent service in a dynamic educational setting.

Key responsibilities include:

- Providing a welcoming and professional front office presence for students, parents, staff, and visitors.
- Answering and direct incoming telephone calls, emails, and face-to-face inquiries efficiently and courteously.
- Managing and maintain accurate school records, including attendance and student data.
- Coordinating and distribute incoming and outgoing correspondence, including mail and deliveries.
- Assisting with general administrative tasks, including photocopying, filing, and data entry.
- Supporting staff and leadership with event coordination and other school activities as required.
- Ensuring compliance with school policies and maintain confidentiality in all interactions.
- Monitoring and maintaining front office supplies and equipment.

This role may also involve other duties as directed, in line with the dynamic needs of the school environment.

It is not the intention of this role description to limit the scope or accountabilities of the position but to highlight the most important aspects. The accountabilities described may be periodically altered in accordance with changing needs of Monivae College and at the direction of the Principal.

POSITION OBJECTIVE & KEY RESPONSIBILITIES	
Front of House & Visitor Reception Duties	<ul style="list-style-type: none">• Receive and direct all incoming calls on a multiline phone system, taking messages and distributing all messages efficiently to relevant staff and others within the College community• Receive and greet all visitors professionally, answering general questions where possible and referring specific enquiries to other staff where appropriate• Maintain the electronic visitor register, ensuring that all visitors sign in appropriately and are given a visitor identification or carry some form of visual identification that meets the College requirements• Communicate with other Administration staff when the reception area is going to be unmanned and ensure that a back-up person has taken responsibility for the area during the receptionist's absence

	<ul style="list-style-type: none"> • Receive all incoming mail, courier packages and other deliveries not requiring special receipt by staff, and distribute all mail received • Ensure that outgoing mail is posted at the end of each day • Coordinate the pick-up of mail and parcels especially assigned to courier transport • Attend professionally to emails received to the College Administration inbox, ensuring that protocols are followed in relation to the management of such emails • Process fee and other accounts receivable cash and credit card payments • Compile banking of monies as requested by the Business and Finance Managers • Ensure that the entry point into the College reception area is safe, clear of any litter, the phones are on, and that the front door is unlocked within the appointed hours of operation of the College • Ensure the ongoing tidy and professional appearance of the reception and waiting areas • Manage the distribution of school communications including daily messages as required
Documentation, Processes and Office Management	<ul style="list-style-type: none"> • Assist with general overflow of work from various departments of the School, including the Executive Assistant to the Principal and Registrar, as required • Provide basic administrative support to staff, as required, including laminating, photocopying, printing, guillotining etc • Maintain accurate records, databases, files and a network of School contacts • Manage the processing, filing and archiving of school papers, reports and other correspondence in a timely manner • Manage the ordering of stationery, groceries and paper supplies including undertaking regular stocktakes of pre-printed stationery, and ensure that stock levels are adequate at all times based on previous usage • Maintain attention to detail and thoroughness in following systems and processes • Ensure print rooms are stocked with paper and required resources • Report faults for photocopiers to MITS, as required • Amend phone and pigeonhole listings in readiness for distribution at the commencement of each Term
Student Support	<ul style="list-style-type: none"> • Provide a high level of customer and administrative support to the student body of Monivae prioritising their needs over other tasks • Receive incoming calls related to students and distribute messages efficiently to relevant students and staff • Receipt collection of assignments and work from students and distribute to relevant staff • Collect and collate excursion forms and distribute to relevant staff • Coordinate student lost property, pro-actively ensuring the return of property to rightful owners

	<ul style="list-style-type: none"> • Accurately record the selling of small uniform items (hats, socks, ties, etc.) from the Uniform Shop to ensure adequate stock levels are maintained • Keep accurate records of items loaned to students (hats, spare uniform, money) and ensure these are returned in a timely manner
Student Attendance	<ul style="list-style-type: none"> • Record student absentee data as advised by parents/caregivers in SIMON • Manage student sign in and out as required throughout the day ensuring communication has been received from the parent/caregiver in the form of email, note or phone call • Mark Group rolls in SIMON as required • Mark excursion / camp / event rolls in SIMON as required • Follow up unexplained absences by no later than 10.30am each morning by contacting parents/caregivers by telephone and ensuring timely communication to staff • Process student extended leave request forms and advise staff of upcoming approved absences • Supply attendance data to Director of Students, Year Level Coordinators, and Deputy Principal as requested
Administration Support	<ul style="list-style-type: none"> • Coordinate incoming phone calls, word processing, data entry, photocopying, document distribution, filing, preparation of adhoc reports, and other general administration tasks as required • Assist in ordering and maintaining all stationery requirements across the College • Ensure confidentiality of sensitive information and records. • Prepare and maintain staff phone lists • Preparation and overseeing of School Newsletter • Operate and maintain software systems such as SIMON, EMS360 and alike • Assist with general administration duties where requested
Other Duties	<ul style="list-style-type: none"> • Understand the structure of the School in order to respond professionally to all enquiries • Respond to enquiries on behalf of the School within authorised delegation • Liaise with and direct enquiries to other members of the School Staff, as appropriate • Actively model behaviours that reflect the College ethos, and contribute to the devotional life of the College • Comply with legislation and College policies, processes, and instructions, including those relating to non-discrimination, safety, duty of care, and privacy • Undertake and comply with mandatory training and regulatory requirements as determined by the College • Actively participate in all school events and activities of the College as required • Participate in performance reviews and assessments as required • Take reasonable care of your own health and safety, and that of others, follow any reasonable instruction given by the College,

	<p>and report any concern(s) which may give rise to danger, and/or any injury which may occur in the workplace</p> <ul style="list-style-type: none"> Any other duties as required
--	---

KEY SELECTION CRITERIA	
Qualifications and Experience	<p>Essential</p> <ul style="list-style-type: none"> Relevant qualification (Certificate III Administration/Business) and/or equivalent relevant experience Working with Children Check (VIC) National Police Check Current First Aid Training Experience working independently within a busy reception / administrative role Demonstrated experience relating to and engaging positively with people from a wide range of backgrounds Experience and ability to work effectively with spreadsheets, word processing, databases, and other applications Experience using a wide range of office equipment to perform administrative functions Demonstrated experience in a position applying flexibility and time management skills <p>Desirable</p> <ul style="list-style-type: none"> Experience working with young people within a secondary school environment (highly desirable)
Skills and Attributes	<ul style="list-style-type: none"> A personal commitment to the College Vision, Mission and Values underpinning the delivery of a Catholic, MSC based education to students in the College community, demonstrating MSC ethos in all things is essential A passion for working with and supporting young people on their journey through secondary education Strong organisational skills with the ability to prioritise work to achieve outcomes within required deadlines Strong attention to detail, and proof-reading skills Well-developed problem-solving skills Excellent interpersonal and communication skills (oral and written), enabling effective interaction with both adults and students using diplomacy, discretion and tact as required in a professional work environment Demonstrated ability to portray a welcoming atmosphere, friendly disposition, and helpful nature Demonstrated ability to work independently and as part of a team Intermediate skills & experience in the use of MS Office and other relevant software packages / applications Excellent skills in establishing effective working relationships with businesses, school partners, and staff Manage highly confidential information with discretion and integrity Ability to work cooperatively and effectively within a team on tasks that overlap with others areas of responsibility in order to achieve a successful outcomes for the College Provide pro-active support using initiative and enthusiasm

	<ul style="list-style-type: none"> • Attend staff meetings as scheduled each term • All other duties and responsibilities as set out in the Staff Handbook
Commitment to Catholic Education	<ul style="list-style-type: none"> • Supports and models College values and Catholic, MSC ethos when dealing with all stakeholders and peers
Commitment to Child Safety	<ul style="list-style-type: none"> • Demonstrate commitment to Ministerial Order No. 1359 – Implementing the Child Safe Standards, and Monivae Child Safety Code of Conduct • Understanding of and commitment to legal and moral obligations relating to child safety • A demonstrated understanding of legal obligations relating to child safety (e.g. mandatory reporting) and willingness to comply with the College's child safe policy and code of conduct and any other policy, procedures or legislation related to child safety

EMPLOYMENT CONDITIONS	
Appointment	<p>Full time, Monday to Friday 8:15am - 4:15am.</p> <p>This position is appointed by Monivae College and the incumbent is an employee of Monivae College. The role is subject to the College's Policies and Procedures as provided as part of the Induction Program and ongoing Training Program.</p>
External Liaisons	<ul style="list-style-type: none"> • Missionaries of the Sacred Heart • DOBCEL • Victorian Catholic Education Authority • Independent Education Union (IEU) Victoria Tasmania
Conditions	<p>Conditions are in accordance with the Catholic Education Multi Enterprise Agreement 2022.</p> <p>Classification Level will be negotiated with the successful applicant.</p>
Review and Appraisal	<p>As an employee of Monivae College this appointment will comply with the contract of employment.</p> <p>The incumbent is subject to the College's Annual Review Policy.</p>
Professional Development	<p>Undertake professional development in line with the College Professional Learning policy.</p>

No position description can be entirely comprehensive. The incumbent will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the position description. The position encompasses participation in decision-making processes and other activities relevant to the role which may require occasional involvement outside the currently designated school hours.