

*"We are a Catholic community of welcome,
connecting faith, family & education."*



POSITION INFORMATION DOCUMENT

Spanning across multiple campuses and sites on Kaurua land in the western suburbs of Adelaide, Nazareth incorporates an Early Childhood Centre, Reception to Year 12 College, a Pathways & Partnership Centre, and a variety of community and engagement programs.

We provide learning that is holistic, inclusive, lifegiving, and lifelong. Our promise is that students will find their chosen pathway and graduate knowing they matter absolutely, have the power to make the world a better place and influence positive change.

A strong partnership between staff, children and families ensures we are all striving for the same outcomes.

Families are at the heart of our faith and learning environment and we are committed to building community through nourishing family life. It's not just students who get to experience what Nazareth has to offer, as we coordinate a range of programs and initiatives to support and celebrate all members of our community including early learners, graduates, parents, seniors and friends.

At Nazareth we invite our community to a deeper understanding of God through authentic, engaging, and life-giving experiences.

From the Early Childhood Centre to Year 12, we are continually examining the needs of young people as we prepare them for life as critical, informed and motivated contributors to the local community and beyond. In our community diverse cultures and religions are recognised and embraced. We embrace a contemporary approach to faith and learning, where innovation, technology and our environment enable both students and staff to be at the forefront of education.

Grounded by our Catholic beliefs, we aspire to be a living experience of Church, with every family and member of our community at the heart of what we do every day.

At the centre of Nazareth's vision is a community who, in partnership with Parish, gathers in prayer and celebration, with the Eucharist, from which it draws its inspiration, as the focus. The Christian message, together with the Catholic traditions and practices, is evident in contemporary, relevant, and diverse gatherings.

At Nazareth every single student and their family is known and celebrated for their unique gifts and talents, and it is our mission to help each young person in our care, seek their passions and follow them.

Name:

Position Title: Findon Front Office ESO

Appointment: Permanent

ESO Grade: 3

Hours per Week: 37.5

Weeks per Year: 41

Campus Locations: Findon

POSITION OVERVIEW

The Front Office ESO at Nazareth Catholic College's Primary Campus (Findon) plays a pivotal role in delivering exceptional customer service and administrative support. As the first point of contact for families, students, staff, and the wider Nazareth community, this position requires a high level of professionalism, warmth, and efficiency in all interactions. The role is dynamic and fast-paced, necessitating outstanding interpersonal skills, meticulous attention to detail, and the ability to manage multiple tasks effectively.

A commitment to excellence in service, strong administrative capabilities, and a proactive approach to problem-solving are essential. The ability to engage positively with students, parents, staff, and visitors is at the heart of this role. Additionally, flexibility and a willingness to provide administrative assistance across various areas of the College contribute to the overall success of the team.

KEY WORKING RELATIONSHIPS (INTERNAL)

- | | |
|--|--|
| • Principal | • Human Resources Team |
| • College Deputy Principal | • Flinders Park, St Gabriel Centre and Kidman Park Student Services and Front Office Staff |
| • Deputy Principal – Findon Head of Campus | • Staff |
| • Human Resources Manager | • Students |
| • Findon Leadership Team | • Parents |
| • Findon Student Services Team | |

KEY RESPONSIBILITIES/DUTIES

As the Findon Front Office ESO at Nazareth, you will work in accordance with the Vision, Mission, Values and Aspirations of the Nazareth Strategic Plan.

Reception & Customer Service:

- Serve as the first point of contact for visitors, families, students, and staff, ensuring a welcoming and professional experience
- Provide courteous, efficient, and professional assistance through in-person, telephone, and email communications
- Manage incoming inquiries, directing them appropriately while maintaining a high level of discretion and confidentiality
- Ensure all visitors sign in via Nazareth's electronic sign-in system and comply with College procedures
- Foster a warm and supportive atmosphere, building positive relationships with students, parents, staff, and the broader community
- Maintain a tidy, organised, and inviting reception area reflective of the College's values and standards

Student Services Support:

- Assist the Primary Student Services team during peak times, ensuring accurate recording of absentees and processing early departure requests
- Provide compassionate and efficient support to students requiring assistance at Student Services.
- Act as a back-up for Student Services when required, ensuring continuity of support and administrative functions

Administrative Assistance:

- Deliver high-level administrative support to teaching staff, leadership, and other areas as needed
- Prepare and distribute documents, manage correspondence, and maintain accurate records and filing systems
- Assist with the coordination of appointments, meeting room bookings, and College events
- Manage staff stationery orders and ensure the availability of essential staffroom supplies
- Support various College projects and initiatives by providing reliable and efficient administrative assistance

Compliance & HR Support:

- Work closely with the HR team to process and track Working with Children Check (WWCC) applications
- Ensure all visitors, consultants, and contractors to the Findon campus have the required clearances and adhere to College protocols

ESSENTIAL PROFESSIONAL AND PERSONAL SKILLS

As the Findon Front Office ESO at Nazareth, you will have the following professional and personal skills:

- Proven experience in a front office, customer service, or administrative role
- A strong commitment to excellence in customer service, ensuring all interactions are positive, professional, and supportive
- Exceptional organisational and administrative skills, with the ability to manage multiple tasks while maintaining attention to detail
- High level of confidentiality, professionalism, and reliability in all aspects of the role
- Strong written and verbal communication skills, ensuring clarity and professionalism in all correspondence
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and the ability to quickly learn internal systems
- Ability to work collaboratively within a team and provide assistance across various College departments as needed
- A proactive and adaptable approach, demonstrating initiative and problem-solving skills in a fast-paced environment

Additional information and requirements

- Some out of hours work may be required
- You will be required to hold the following certificates:
 - Working with children check/Catholic Police Clearance
 - First Aid – HLTAID012
 - Responding to Risks of Harm, Abuse and Neglect – Education and Care

WORK HEALTH AND SAFETY

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 27 and 28 WHS Act 2012