

Role description	Receptionist
Organisation	Mercy Education Limited (MEL) is a third sector Catholic organisation responsible for the governance and operation of thirteen Mercy colleges across Victoria, South Australia, and Western Australia. Led by the teachings of Jesus Christ and the vision of Catherine McAuley, foundress of the Sisters of Mercy, we provide services to Catholic schools and have a strong network of affiliated colleges united by the Mercy charism. MEL is an incorporated Ministry of Mercy Ministry Companions Ltd (MMCL).
Reports to	Manager, Communications and Public Relations
Key Relationships	Key relationships include: • MEL Staff – national office and schools • Guests to Mercy Education
Office location	Suite 2.02, Level 2, 289 Wellington Parade South, East Melbourne VIC 3002
Values	Justice, Compassion, Hospitality, Service, Respect and Courage
FTE	1.0FTE (Full Time Equivalent)
Tenure	5 years from point of commencement (2025-2030) with a 6-month probation period
Remuneration	\$80,000 per annum plus 12% superannuation and four weeks annual leave
About this Role Description	As MEL evolves to meet the changing needs of our key stakeholders, so will the responsibilities required of staff. As such, the role description is intended to summarise the role at the date of commencement and will evolve over time.
Version	1.0 (Current as of 16 July 2025)

1 Core responsibilities

1.1 General Administration

- Welcome, greet and assist internal/external stakeholders professionally—this includes offering and providing refreshments to guests upon arrival
- Answer and direct telephone calls, manage enquiries and relay messages
- Handle incoming mail and emails as required, ensuring timely distribution and responses
- Photocopy, scan and file documents as required for distribution and archiving
- Maintain and update databases, mailing lists and directories in consultation with the Executive Assistant
- Prepare and manage electronic surveys
- Organise and maintain both electronic and hard copy filing systems
- Ensure the reception and office areas are clean, tidy and welcoming
- Order and manage stationary, office supplies and hospitality supplies as required
- Oversee all aspects of the Workplace Health and Safety software (SALT)
- General administration and office duties as requested

1.2 Clerical Support and Recordkeeping

- Draft correspondence, documentation and reports as directed for meetings and events
- Draft and proofread publications, booklets, documents and invitations as required
- Manage the dissemination and mail outs of publications in both electronic and hard copy formats
- Upload school communications and general documentation to cloud storage
- Assist with responding to complaints and maintain the MEL Complaints Register
- Manage MEL's Contact and Employment inboxes

1.3 Meetings and Events

- Schedule meetings and appointments as directed
- Coordinate MEL and external stakeholders' events, meetings and seminars
- Book, prepare and manage meeting rooms and conference facilities including setup and cleanup
- Order and oversee catering for internal and external stakeholders
- Coordinate bookings at external venues in collaboration with the Executive Assistant
- Provide logistical and administrative support for events and meetings as required.

Perform any other duties as directed by the Manager, Communications and Public Relations or the CEO, as necessary to the performance of the role.

2 Key selection criteria

Demonstrate:

- 2.1 Mission and values: a commitment to the mission, vision and values of Mercy Education and the ministerial works of the Sisters of Mercy
- 2.2 Qualifications and experience: professional and tertiary qualifications in communications and relevant experience in the education industry
- 2.3 Communication and interpersonal skills: outstanding verbal and written communication skills and interpersonal skills, and an ableness to operate with confidence and discretion
- 2.4 Teamwork and innovation: ability to work flexibly, independently and within a team environment, to plan and prioritise workflow to meet deadlines and deliver high quality outcomes, with a capacity for innovation and implementation



3 Other Relevant Information

- This role will require a Working with Children Check for each state in which Mercy Education operates, and a National Police Records Check
- Under Victorian Work Cover legislation, it is the applicant's duty to advise Mercy Education of any pre-existing medical conditions, which could be aggravated by the type of pre-existing injury/disease for which they are applying
- All employees are required to adhere to Mercy Education Limited policies and procedures as varied from time to time.

Application timeline and process

Submit a cover letter that includes your detailed response to the key selection criteria (max 2 pages) and your detailed Curriculum Vitae/Resume

To: employment@mercy.edu.au

By: 5:00pm Sunday 31 August 2025

For more information about the role please contact Tosan Foss at tosan.foss@mercy.edu.au