

Position description



Title: Receptionist/Administrative Support Officer
Business Unit: Business services
Location: Broadmeadows
Employment type: Ongoing, Full Time (76 hours per fortnight)
Reports to: Office Coordinator, Business Services

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Administrative Support Officer will provide reception, secretarial and administrative backup support to all staff at our Melbourne based office sites.

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Scope

Budget: *nil*

People: *nil*

Relationships

- Internal:**
- Business Operations team
 - Office Coordinator
 - Executive Officer Uniting Kildonan/ Lentara and Bendigo cluster
 - Program, Senior and Executive Managers
 - All Uniting staff
- External**
- Clients
 - Contractors
 - Suppliers

Key responsibility areas

- Service delivery-
General**
- Answer all incoming calls in a timely manner, attend to inwards and outwards correspondence, email and fax enquiries ensuring all visitors are greeted in a friendly and hospitable manner.
 - In consultation with the Office Coordinator provide administrative support to all Uniting staff.
 - Provide specific administrative support to the Uniting Senior Management team.
 - Respond to all enquiries made to Uniting and direct enquiries to appropriate staff.
 - Ensure that the Reception and entry area to Uniting is safe, clean and maintained to high standards at all times.

- Reception**
- Coordinate administrative/reception activities to ensure day to day operational needs are met.
 - Promptly attend to incoming calls and direct them to the appropriate staff or take messages.
 - Attend to the telephone voice mail system at the beginning and end of each day, changing the message as required.
 - Greet visitors to the agency and offer hospitality as appropriate. Advise relevant staff of the arrival of visitors.
 - Where required, organise catering for functions and maintain kitchen and toilet supplies.

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- Maintain conference and meeting Rooms in a clean and tidy state at the start of each day.
- Advise all office locations and staff of relevant information and file any publications and information as appropriate.
- Assist with administration orientation/induction visits of new staff.
- Ensure brochures, pamphlets and other information provided at Reception, on noticeboards and in meeting areas is current and orderly.

Administrative Support

- Provide specific administrative support to senior and executive staff and general support to all office staff, attending to, and/or arranging the following:
- Word processing
- Telephone calls and messages
- Processing of mail (internal, external, fax and email)
- Information dissemination to all relevant staff
- Photocopying and collating
- Maintain office filing systems
- Booking of maintenance and service of office equipment
- Archiving documents and client files where directed
- Arrange for couriers as required

Site Specific

- Assist with mail out projects
- Organise maintenance and repair of minor items in conjunction with the Business Operations Unit.
- Maintain Equipment Loan Forms for site staff.

Finance management

- Ordering/buying stationery, office supplies and staff amenities.
- Raise, Purchase orders, record and send requisitions for stationery, office equipment and office supplies to the Business Operations Unit.
- Send all invoicing details to the Business Operations Unit.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

- All tasks are to be performed in an accurately and timely manner.

Person specification

Experience

- Extensive experience in an office environment with exposure to reception and broad administration duties.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- A pleasant telephone manner and ability to efficiently and effectively use the Agency telecommunication equipment.
- Ability to develop and maintain good working relationships both internally and with external stakeholders.
- Capacity to discern and maintain strict confidentiality and respecting the needs of Centre clients and visitors
- Ability to prioritise workload and operate under pressure and in an environment where interruptions can happen frequently.
- Demonstrated ability to work flexibly, independently and co-operatively in a dynamic workplace environment.
- Excellent interpersonal, written and verbal communication skills.
- Excellent organisational and time management skills.
- Proficiency with computers and comprehensive skills in Microsoft Office applications, in particular – Word, Excel, Access and Outlook.

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We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) *prior* to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Name:

Signature:

Date:

Manager

Name:

Cheryl McElligott

Signature:

Date:

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