

Position Description

Office Administrator/Receptionist – Central Office

September 2024



Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania, and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

ROLE PURPOSE – Office Administrator/Receptionist – Central Office

The Office Administrator/Receptionist provides efficient administrative support to the Camberwell Hub staff. This position is the first point of contact for visitors and callers to the Baptcare head office hub and manages key operational functions of office related matters and administrative tasks to ensure the smooth operations of the office and provide a positive, client focused service to all stakeholders.

The Office Administrator/Receptionist provides a positive, efficient approach to callers, visitors, volunteers, and staff, reflecting Baptcare’s values.

Position Specifications

Dimensions			
Division:	Corporate Services	Reports to (title):	Chief Financial Officer
Industrial Instrument	Common Law	Classification/Grade:	Level 1
Primary Location/Region (optional):	Camberwell Office	Status:	Full Time, Ongoing
Internal Stakeholders:	Staff, external callers/visitors, volunteers	External Stakeholders:	Families and other agencies who support the care program, contractors, and visitors
Managers/Supervisors Only			
Direct Reports:	N/A	Team Salary Budget:	N/A

Position Outline

Key Responsibility Areas
<ul style="list-style-type: none"> • Manage and take responsibility for communications for all office related communication to Camberwell Hub staff • Function as the key point of contact for the Camberwell Hub landlord – Baptist Union of Victoria (BUV) • Manage the Baptcare alarm system via Integrity • Develop and implement effective administrative systems • Work closely and consult with Facilities Maintenance and WHS to manage the office and any WHS or maintenance issues that arise, liaise with relevant contractors/suppliers to facilitate management of issues, and ensure that the CFO is notified immediately of relevant issues of concern within the office environment • Consult with external contractors regarding the proper functioning of elements of the office, including but not limited to; cleaning, indoor plants, milk deliveries and more, this includes issue management and proper product management of supplies • Provide administrative support to Baptcare Executive Assistants as needed, and support with travel bookings as required • Organise office events, including logistics and catering (Pie Day, BBQ’s, morning teas, Christmas morning tea) • Manage the front office reception desk, including the taking and distribution of messages; greeting of visitors; accepting deliveries, processing of incoming and outgoing mail • Complete tasks using MS office (word & excel), photocopying, preparation of meeting agenda and minutes when required • Maintenance/ordering of office supplies and office equipment, and Invoice Coding in Basware for related office purchases

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- Facility Photo ID Card Processing for PCAs and other staff
- Consistently update and distribute Baptcare Facility Detail List
- Review and update the Reception Manual every 6 months
- Maintain Staff Car Registration List for the Camberwell Hub and pool Car Booking Register/Tracking
- Maintain the staff, telephone, and address contact lists
- Arrange catering for meetings and offset up meetings when requested
- Assist with the management of the Conference Area including liaising with external organisations regarding bookings and monitoring supplies
- Ensure that kitchen supplies are readily available and clean the coffee machine at the beginning and end of each day
- Ensure all office equipment is ready to go daily and in good condition, including printers and paper, all stationery and office equipment in the mail room

Workplace Health & Safety

- Report WHS hazards, injuries, and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits, and other view activities
- Ensure tools, equipment, PPE, and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations, and supporting the implementation of preventative measures

Key Performance Indicators

To be determined in agreed performance development plan

Key Selection Criteria

- Proven competence in a similar role
- Able to take direction, outcome focused
- Reliability and honesty
- Demonstrates a proactive approach / shows initiative in managing day to day office issues
- Able to negotiate and participate in problem identification and resolution and avoid conflict
- Ability to remain calm and focused when faced with difficult situations
- Able to manage own time to achieve key outcomes of the dual role
- Ability to adapt to changing circumstances in the workplace
- Proven ability to work co-operatively with a diverse, multicultural workforce and client base
- Able to review own schedule to manage priorities
- Able to identify and seek appropriate support and guidance when required
- Commitment to working in accordance with Baptcare values and Code of Conduct
- Alignment and commitment to Baptcare's Mission, Vision, and Values

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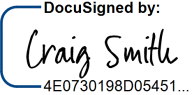
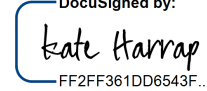


Employee Profile

Qualifications & Experience	
Essential:	<ul style="list-style-type: none"> experience or competency working in a contemporary office environment
Desirable:	<ul style="list-style-type: none"> Certificate II or III in Business Administration

Background Checks, Licences and Accreditations	
Essential	<ul style="list-style-type: none"> Satisfactory National Crime Check, renewed every three (3) years Driver's licence and own reliable vehicle Full and ongoing Right to Work in Australia
Desirable	<ul style="list-style-type: none"> COVID-19 Vaccinations Influenza Vaccination

DECLARATION			
Understanding and Acceptance	I have read and understand the Position Description and I understand and accept the accountabilities and requirements.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

PEOPLE, CULTURE AND SAFETY USE ONLY		
For Common Law, this role has been assessed by Compensation, People Systems	eSignature:  Name: Craig Smith	Date: 21 October 2024 4:54 PM AEDT
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by People and Culture	eSignature: Name:	Date:
This Position Description has been signed and approved by the Head of People and Culture	eSignature:  Name: Kate Harrap	Date: 21 October 2024 5:02 PM AEDT

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Mission Vision

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



Values

Our Mission & Vision are lived through our WE CARE Values.

We care about...

Our Customers

Our Team



Wellbeing

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



Ethics

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



Co-creating

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



Accountability

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



Respect

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



Effectiveness

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.



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