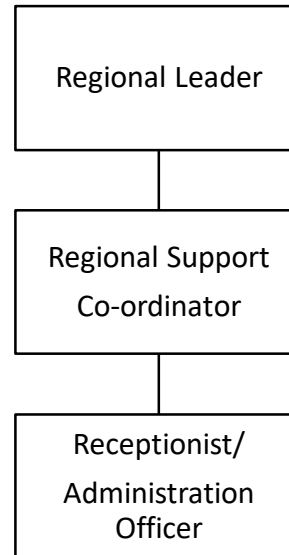


| | |
|-----------------------------|---|
| Job Title | Receptionist/Administration Support |
| Responsible to | Regional Support Co-ordinator |
| Responsible for | Assisting the delivery of services through supporting Program Managers and Area Managers through a range of administrative tasks |
| Founding Purpose | <p>“This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)</p> <p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> |
| Vision | <p><i>Pathways for life</i></p> <p>Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life.</p> |
| Organizations’ Core Values: | Compassion Integrity Respect Perseverance Celebration |
| Organisation Mission | <p>Walking alongside those in need, we help people discover:</p> <ul style="list-style-type: none">▪ Pathways to strong families and healthy, happy children▪ Pathways through a successful youth▪ Pathways away from homelessness▪ Pathways for life and work ready skills▪ Pathways to sustainable employment |
| Position Purpose | To be the first point of contact for clients, answer telephone enquiries, manage and complete a range of administrative tasks vital to the efficient running of the office, including supporting other employees to complete administration duties in an accurate and timely manner. |
| Key Challenges | The ability to create effective and organised administrative processes which ensure proper and efficient completion of tasks. |
| Key Results Area | <ul style="list-style-type: none">▪ Client Support▪ Program Support▪ Administration |

A. Organization Chart (What are the key reporting relationships for the role?)



B. Job Requirement (What are the key activities for the role?)

| Key Result Area 1 | Administration |
|---|---|
| <p>Key Tasks</p> <ul style="list-style-type: none"> ▪ Manage the front office and reception area including taking phone calls, responding to queries, managing guests, and overseeing the functioning of the job search area. ▪ Complete a range of required administration tasks including reports and audit activities. ▪ Maintain adherence with all internal and external policies and procedures including contractual obligations, WHS, Privacy and EEO. ▪ Complete a range of complex administration tasks as required including timesheets, spreadsheets, memos, minutes etc. ▪ Develop and improve administrative processes. | <p>Job Holder is successful when</p> <ul style="list-style-type: none"> ▪ The reception area is managed efficiently with all face to face and telephone queries responded to in a timely manner. ▪ All administrative tasks are completed accurately and on time. ▪ All internal and external policies and procedures are adhered to. ▪ Accurate documents prepared in a timely manner, including intake meeting minutes, timesheets and rosters. ▪ Efficient administrative processes developed and implemented. |
| Key Result Area 2 | Compliance |
| <p>Key Tasks</p> <ul style="list-style-type: none"> ▪ Assist with the collation and preparation of data and reports relating to financial activity. ▪ Complete processing of financial transactions as required, including journals, petty cash and accounts payable. ▪ Support the Area and Program Managers with a range of duties associated with delivering quality services including fleet management, drafting policy and procedures, work health and safety, and rostering. | <p>Job Holder is successful when</p> <ul style="list-style-type: none"> ▪ Assisting the Area and Program Manager as required with a range of financial tasks including invoice processing, client rent collection, client brokerage reimbursements and reconciliation of petty cash ▪ Client support and safety is maintained at all times and all staff and clients comply with service regulations. ▪ Contribution is made where necessary to ensure the effective running of the service. ▪ Support is provided to Area and Program Managers for tasks critical to the effective running of the service including fleet allocation, |

drafting service specific policy and procedures (in consultation), work health and safety tasks and developing staffing rosters.

| Key Result Area 3 | Client Services |
|--|--|
| <p>Key Tasks</p> <ul style="list-style-type: none"> Manage client information in a respectful and confidential fashion | <p>Job Holder is successful when</p> <ul style="list-style-type: none"> Information related to clients including interactions, and minutes are treated confidentiality and respectfully. |

C. Purpose and Values Requirements

| Core Area Responsibility | Purpose and Values |
|---|--------------------|
| <p>Key Tasks</p> | |
| <ul style="list-style-type: none"> Actively support Mission Australia’s purpose and values; Positively and constructively represent our organisation to external contacts at all opportunities; Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times; Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.); Maintain a safe working environment for yourself and others in the workplace; Ensure required health and safety actions are completed as required; Participate in learning and development programs about workplace health and safety; Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries; Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards; Actively support Mission Australia’s Reconciliation Action Plan. | |

D. Recruitment information

Competencies

- Previous experience in administrative role
- Accounts payable experience is highly desirable.
- Competent in using computer packages such as Office 2000 including Word, Excel and Power-Point.
- Current driver's licence;
- Ability to work in a complex, high work volume environment
- Satisfactory criminal record check and Working with Children Check

Experience and Qualifications

- Qualification in Administration, Business, and/or relevant experience
- Demonstrated ability to work effectively as part of a team
- Demonstrated understanding of and sensitivity towards disadvantaged clients
- Ability to organize and prioritise work
- Ability to travel for training and work commitments as required
- Driver's License

E. Approval

Manager's Name:

Approval Date:
