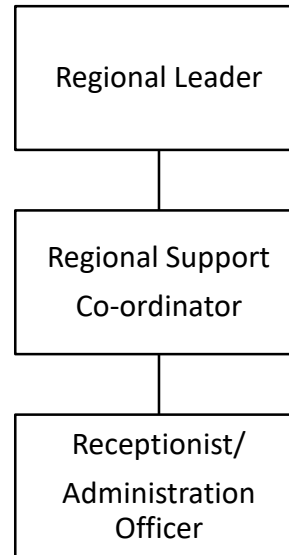


Job Title	Receptionist/Administration Support
Responsible to	Regional Support Co-ordinator
Responsible for	Assisting the delivery of services through supporting Program Managers and Area Managers through a range of administrative tasks
Founding Purpose	<p>“This is how we know what love is: Jesus Christ 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:
