

POSITION DESCRIPTION

POSITION TITLE	Part Time Receptionist
DIVISION	Shared Services
DEPARTMENT	Facilities and Assets
REPORTS TO	Senior Manager, Assets and Facilities

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal, these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DEPARTMENT PURPOSE

Shared Services is one of eight Divisions of the Brotherhood of St. Laurence (BSL), and has responsibility for the provision of support services to the other Divisions.

The Facilities and Assets department is responsible for whole of lifecycle management of BSL's tangible assets as they relate to Property. The department also manages leased

properties, company motor vehicles, and equipment. The objective of the department is to realise fit for purpose, value for money, compliant facilities and assets.

POSITION PURPOSE

This position provides Reception Services on certain days and times each week, currently Thursdays and Fridays, and acts as a back-up for days when other reception staff are absent from the office.

KEY RESPONSIBILITIES AND DUTIES

- Ensure the reception area is welcoming and maintain a tidy, safe and well organised work area at all times
- Provide reception services by screening visitors and contact relevant staff
- Provide switchboard services by answering incoming calls, determining the purpose of the call and forwarding calls to appropriate personnel or department, or accepting messages
- Observe security practices, and conduct COVID-Safe questionnaire of all visitors
- Provide timely and accurate information as required whilst keeping in line with organisational policies and procedures
- Provide relevant information to callers about Brotherhood sites and services and general community services
- Provide a detailed handover for the reception staff member filling in during periods of leave
- Receive, collect, sort, scan, and direct mail to intended recipients and notify relevant staff when mail is sorted and ready for collection
- Receive and log incoming courier parcels and advise addressees of their arrival
- Book outgoing express and registered mail, and courier parcels
- Frank outgoing mail and record associated costs in order to charge back to the appropriate department
- Maintain a suitable level of credit on the franking machine at all times
- Collect and arrange distribution of mail to other Brotherhood sites
- Daily stock take kitchen consumables and cleaning products, order re-stock of supplies as necessary
- Stock take PPE supply room and order re-stock of supplies as necessary
- Act as the Pool Vehicle Co-Ordinator, managing the car key register, and arranging servicing and repairs
- Organise bookings for meeting rooms and coordinate configuration of furniture with Facilities & Assets, and order any catering as required
- Purchasing of printed stationery and office supplies, ensuring timely ordering and customer service
- Identify areas where improvements can be made to increase the effectiveness of the reception function and implement approved improvements
- Other duties as required

TO BE SUCCESSFUL YOU MUST HAVE

- Proven experience in reception or similar positions

- Demonstrated knowledge and competency in Microsoft Office programs including Outlook, Word and Excel
- Proficient in operating general office equipment e.g. photocopier, franking machines, etc
- Demonstrated experience in PABX switchboard, associated software
- Well-developed interpersonal and communication skills necessary to ascertain the needs of visitors and callers with complex and diverse requirements and from a variety of diverse backgrounds
- Demonstrated ability to interact with and defuse volatile situations with clients/visitors
- Ability to reflect the professional image of BSL to staff, visitors and callers
- Ability to work autonomously as well as part of a team with demonstrated ability to take initiative when appropriate whilst acknowledging the need to seek advice on matters outside of experience or authority
- Ability to liaise with and assist people across all levels, both internally, externally and from diverse backgrounds
- Demonstrated commitment to being consistently punctual and reliable
- Understanding of and empathy with the values and ideals of the Brotherhood.

Mandatory Employment Criteria

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process
- Specific work requirements include flexibility to work additional hours and provide relief/coverage as required

