



POSITION DESCRIPTION

The Peter Doherty Institute for Infection and Immunity
Faculty of Medicine, Dentistry and Health Sciences

Receptionist

POSITION NO	0041187
CLASSIFICATION	PSC 4
SALARY	\$66,411 - \$70,483 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Andrea Fischer Tel +61 3 8344 3406 Email andrea.fischer@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Position Summary

The Receptionist provides high quality reception services and be the first point of contact for the Doherty Institute. You will play an important role in customer service and representation of the Institute to researchers, industry, students, visitors and the general public.

Reporting to the Executive Officer of the Doherty Directorate or their delegate, you will provide reception and general administrative support to the front office area and have responsibility for a number of key administrative functions in the Institute.

1. Key Responsibilities

- ▶ Provide appropriate advice, support, and service to visitors, students, and staff while conveying a calm, friendly and professional manner at all times.
- ▶ Manage access to the building for staff and visitors.
- ▶ Manage and maintain the Doherty room booking system including meeting rooms, seminar rooms and the auditorium; assist with external bookings of the Doherty facilities.
- ▶ Provide administration support to the Doherty Seminar Series, Director Seminars and other events as required.
- ▶ As the first point of contact for online enquiries, respond and/or appropriately redirect enquiries.
- ▶ Maintain internal contact directories (including names, titles email addresses and telephone numbers) and distribution lists, updating relevant databases as required.
- ▶ Secretariat function for the Doherty Institute Social Committee including event management of 3-4 key events per year.
- ▶ Provide support to Specimen Collection Reception staff as required and under the direction of the VIDRL Operations Manager.
- ▶ Liaise with Specimen Collection Reception to ensure continuity of service.
- ▶ Responsible for organisation and management of trade displays.
- ▶ Undertake other administrative duties as assigned by the Executive Officer to support the efficient operation of administrative functions within the Institute.
- ▶ Occupational Health and Safety (OHS) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5. The receptionist also holds the responsibility of floor warden for the ground floor.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Completion of a diploma level qualification with relevant work experience or completion of a certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- ▶ Excellent communication and interpersonal skills including a strong customer focus with the ability to interact with a diverse range of stakeholders.

- ▶ Well-developed professional organisational skills including the ability to coordinate workflow, prioritise tasks and meet deadlines in a fast paced environment, whilst paying attention to detail.
- ▶ Previous reception or front desk experience, or demonstrated ability to interface with the Public.
- ▶ Ability to work independently and collaboratively with a flexible and adaptable attitude to work in a team environment.
- ▶ Demonstrated ability to perform a range of computing tasks including word processing, electronic diary management, spreadsheets, database management, internet and email.

2.2 DESIRABLE

- ▶ Experience in management of events.
- ▶ Experience in minute taking.

2.3 SPECIAL REQUIREMENTS

- ▶ Undergo police check as a condition of employment.
- ▶ This position will be required to have an immunisation assessment within 2 weeks of commencing in the role.
- ▶ The core hours for this role are 8.30 am to 5.30 pm.
- ▶ Flexibility to work outside of business hours may be required.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Under the guidance of the Executive Officer of the Doherty Institute, the incumbent will operate with some independence and will be responsible for individual time management and prioritisation of tasks. The receptionist must be able to work independently under general direction to carry out day-to-day-tasks, escalating tasks beyond their scope with their supervisor.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent is expected to use initiative in prioritising work, balancing a range of tasks simultaneously and prioritising these efficiently. The ability to initiate work and take responsibility for decisions is required. The incumbent is expected to exercise sound judgement, apply common sense and knowledge of the workplace as well as relevant policies in dealing with tasks. Complex issues or matters with urgency and sensitivity should be referred to the supervisor in a timely manner.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent must develop a good understanding of Doherty Institute's operations and the various organisations that form a part of the Institute. This includes any compliance regulations that affect the reception area and relevant security details. The incumbent

requires excellent interpersonal skills to facilitate effective communication with staff, student and external stakeholders. A well-developed understanding of working in a team environment is essential.

The incumbent must comply with Faculty and University policies and procedures.

3.4 RESOURCE MANAGEMENT

The Receptionist is responsible for efficient time management and effective use of work resources without compromising on quality.

3.5 BREADTH OF THE POSITION

The Receptionist is a key member of the Doherty Institute and plays an important role in customer service and representation of the Institute to researchers, industry, students, visitors and the general public. It is also imperative for this role to ensure the smooth and effective functioning of all aspects of the reception area of the Institute along with providing varied access management duties, external bookings handling and high quality administrative support to the stakeholders. This role interacts with both internal and external stakeholders at various levels.

4. Equal Opportunity, Diversity and Inclusion

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

5. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 THE PETER DOHERTY INSTITUTE FOR INFECTION AND IMMUNITY

doherty.edu.au

The Doherty Institute is a world-class institute combining research, teaching, public health and reference laboratory services, diagnostic services and clinical care into infectious diseases and immunity. It was officially opened in September 2014 and is a joint venture between the University of Melbourne and Melbourne Health. The Doherty Institute has a major focus on diseases that pose serious public and global health threats such as influenza, tuberculosis, HIV, viral hepatitis, Ebola and drug resistant bacteria. The Doherty's activities are multi-disciplinary and cross-sectoral, placing great emphasis on translational research and improving clinical outcomes. Teams of scientists, clinicians and epidemiologists collaborate on a wide spectrum of activities - from basic immunology and discovery research, to the development of new vaccines and new preventative and treatment methods, to surveillance and investigation of disease outbreaks.

6.2 FACULTY OF MEDICINE, DENTISTRY AND HEALTH SCIENCES

www.mdhs.unimelb.edu.au

The Faculty of Medicine, Dentistry & Health Sciences has an enviable research record and is the University of Melbourne's largest faculty in terms of management of financial resources, employment of academic and professional staff, teaching of undergraduate and postgraduate (including research higher degree) students and the conduct of basic and applied research. The Faculty's annual revenue is \$628m with approximately 55% of this income related to research activities.

The Faculty has a student teaching load in excess of 8,500 equivalent full-time students including more than 1,300 research higher degree students. The Faculty has approximately 2,195 staff comprising 642 professional staff and 1,553 research and teaching staff.

The Faculty has appointed Australia's first Associate Dean (Indigenous Development) to lead the development and implementation of the Faculty's Reconciliation Action Plan (RAP), which will be aligned with the broader University – wide plan. To enable the Faculty to improve its Indigenous expertise knowledge base, the Faculty's RAP will address Indigenous employment, Indigenous student recruitment and retention, Indigenous cultural recognition and building partnerships with the Indigenous community as key areas of development.

6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based

industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

6.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. <http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security,

sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/governance>