

Position Description

Title	Receptionist/Administration Officer
Business unit	Administration Support North West
Location	136-142 Maude Street, Uniting Shepparton office
Employment type	Part Time (45 hours per fortnight), Ongoing
Reports to	Office Coordinator

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Administration Officer is responsible for reception, office administration, financial tasks and administrative support to programs. The role is responsible for the efficient day to day administration of the site at which they are located. The position works as part of an Administrative Team reporting to the Office Coordinator Uniting Northwest Region.

The cluster operates administrative services from the following 4 sites : Broadmeadows, Epping and Reservoir & Shepparton. For training, employees may be required to attend one of our other sites from time to time.

It is an expectation that the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located.

Position Description

Receptionist/Administration Officer

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Program Management and staff

External

- Clients
 - External Alliance partners
 - Members of the public
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4. Key Responsibility Areas

Reception

- Provide reception coverage, maintaining a reception space that is welcoming and inclusive for clients, visitors and staff.
- Provide a positive initial contact and assistance when receiving enquiries by telephone or face to face.
- Manage the flow of telephone calls and messages to staff in a timely way.
- Open and close reception each day
- Maintain visitor and staff movement records.

Office Administration

- Undertake general administrative duties including but not limited to filing, managing correspondence, managing and ordering office supplies, photocopying, printing, and binding
- Manage and maintain office systems necessary for effective, efficient and accountable administration and provide orientation to new program staff on office systems
- Assist with the maintenance of file registers and centralised filing systems, as required
- Provide support for meetings including invitations, room bookings, catering, agendas and minutes
- Schedule maintenance, servicing and cleaning of fleet vehicles, collate paperwork associated with accidents and provide trouble shooting for vehicle bookings
- Maintain archiving on an annual basis
- Other duties as required

Site Responsibilities

- Assist in managing site issues in liaison with Uniting property and fleet management services, including maintenance and cleaning of the building, security alarms, vehicles and equipment, and replacement of equipment
- Identify and alert management to any site related issues requiring attention
- Prepare and distribute site meeting minutes and agendas

Finance

- Process invoices and liaise with Uniting Finance Department, as needed.
- Order and reconcile gift cards
- Process client brokerage payments as required in consultation with relevant management and staff.
- Ensure client brokerage records are accurate and reconciled

Position Description

Receptionist/Administration Officer

General Program Support

- Provide administration for program staff and client databases as required.
- Assist with organisational requirements of site events, forums and meetings as required, including invitations, room bookings, catering, agendas and minutes.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on any ongoing work with another organisation

5. Person Specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)

Experience

- Demonstrated experience in administrative roles (essential)
- Experience in a human services organisation (desirable)
- Knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems
- Ability to problem solve and effectively manage feedback
- Experience in handling sensitive information and maintaining privacy and confidentiality

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Organisational skills:** excellent organisational skills and demonstrated ability to set priorities, meet deadlines, work with minimal supervision and under pressure
- **Detail focus:** high level of attention to detail and accuracy
- **Numeracy skills:** well-developed numeracy skills
- **Teamwork:** ability to work as a cooperative and collaborative team member and to effectively manage feedback

Position Description

Receptionist/Administration Officer

- **Communication:** excellent interpersonal and communication skills across a broad range of stakeholders
 - **Computer literacy:** high level computer literacy skills including demonstrated experience in Microsoft Office
 - **Problem solving:** ability to problem solve effectively
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: