

Position Description

Reception/Administration Officer

Reports to:	Administration Coordinator
Directorate/Department:	Business Development/Administration
Number of direct reports:	As per Organisational Structure
Employment Type:	Permanent/Full-Time
Salary/Award Classification:	Level 2 – Social, Community, Home Care and Disability Services Industry Award 2010. Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



Position Purpose

The Reception/Administration Officer is responsible for the day-to-day general reception and administrative support of the organisation. The role assists and supports the various service areas within the organisation on a daily basis and for required projects.

Principal Duties

- Operate an efficient and friendly front reception area
- Provide information to assist clients, or refer them to appropriate contacts, either within the organisation or externally
- Perform general office management functions including, but not limited to: photocopiers, stationery, phone systems, reconciling credit card statements, maintaining shared areas, meeting preparation, key registers, fleet bookings and petty cash
- Prepare outwards correspondence including the preparation of mail for lodgement
- Receipt monies received and prepare banking
- Provide administrative support to all areas of the organisation as part of an administration team
- Adapt to changing priorities and workloads

- Champion the use of technology and shared software solutions (SharePoint, CRM, etc) to all areas of the organisation
- Troubleshoot basic site specific requests from staff around equipment and processes
- Minute taking as requested for Business Unit meetings
- Undertake domestic duties in the office including (but not limited to); maintaining kitchen area and dishwasher, replenishing and monitoring bathroom stock
- Assist with other administration and/or finance functions as directed
- Work collaboratively with peers and colleagues to achieve organisational objectives, including working flexibly within the Administration team covering periods of absence as necessary
- Apply WHS legislation and create and manage a safe work environment
- Organise and oversee the work and performance of the Administration Volunteers
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Demonstrate behaviours that support organisational values and a positive workplace culture

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 3)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- Working knowledge of a human rights based approach to supporting a person with a disability and the services provided, the individual and community context, and sector and organisation purpose and values. Applies the approach and values in own work.

Leadership & teamwork

- Works collaboratively with team members. Organises own workload. Checks own work and work of others, providing guidance to less experienced staff. Shares knowledge and information with team members. Able to work with minimal supervision, knowing when to escalate issues.

Communication

- Deals with non-routine enquiries. Uses effective listening skills and seeks, provides and/or shares information with people appropriately. Can adapt communication style to meet people's needs. Able to resolve conflict with assistance. Has a network of internal and external contacts relevant to the role. Deals with practical issues presenting and enlists a more experienced person as needed.

Customer relations

- Assists customers to address their needs and expectations. Has practical knowledge of supports and services available. Is flexible and suggests alternative service solutions, provides information or makes necessary referrals. Demonstrates confidentiality and awareness of diversity in relating to sensitive issues. Assists with building and maintaining positive relationships with stakeholders.

Personal accountability

- Adheres to organisation policies & procedures and all relevant government legislation and relevant standards. Follows detailed and precise work procedures. Evaluates own work to ensure quality and safety standards are met. In own work area makes agreed changes. Adopts a professional approach to own personal accountability. Maintains organisation's image and reputation.

Innovation

- Undertakes tasks using a resourceful and creative approach. Suggests changes to improve quality in own work and makes agreed changes. Able to address and mitigate risk in own work. Assists with review and/or development, implementation and improvement of specific work practices and procedures.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

- Minimum completion of Year 11
- Minimum Certificate III in Business plus previous Administration and Customer Service experience

Skills & Delivered Performance

- Experience in providing professional reception and administration services incorporating excellent phone etiquette
- Demonstrated understanding and intermediate skill level of the Microsoft Office Suite
- Demonstrated excellent written, verbal and interpersonal skills
- Excellent organisational and planning skills in managing a personal workload in a busy environment with conflicting demands
- Ability to work with indirect supervision
- Knowledge in meeting structures and minute taking
- Demonstrated commitment to customer service and continuous improvement
- Demonstrated self-motivation and ability to work independently
- Ability to work effectively as part of a team in a fast changing environment and work to deadlines

- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Attend meetings, training and professional development as required
- Willing to travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Apply WHS legislation and organisational requirements to create and manage a safe work environment

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Administration Coordinator			
Name:			
Signature:		Date:	