

Position Description

Receptionist / Administration Assistant



Position summary

Reporting to the Administration Team Leader, the Administration Assistant is located in reception and provides receptionist and administrative support services to The Buttery staff. The roles provide a high level of customer service to all internal and external stakeholders.

Organisational relationships

Direct reports: Nil

Internal and external relationships

Internal relationships involves team and staff engagement and collaboration.

External relationships may include families and carers, GP's, Centrelink, Suppliers and the broader community.

| Responsibilities | Outcomes |
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| Reception | |
| Respond to queries from the public, families or stakeholders. | Phone calls are answered promptly, screened and forwarded to the appropriate person. |
| | Visitors are greeted and queries are responded to with courtesy providing stakeholders and new residents with a warm welcome to the organisation. |
| | A general knowledge of Buttery programs is maintained and shared. |
| | Referral information is supplied to service providers and external agencies. |
| Refer enquiries to the Intake team. | Calls are assessed and transferred to the Intake team to provide information and referrals. |
| Manage property and site maintenance in consultation with the Administration Team Leader and Corporate Services Manager. | Contractors and tradespeople are contacted for any maintenance work to be carried out, e.g. electrical tagging, pest control, plumbing. |
| | Contractor invoices are sent to finance. |
| | The Administration Team Leader is alerted of any concerns raised in regard to property and site maintenance. |
| | Assets are maintained in good condition. |
| Monitor stocks of office supplies including stationery. | Stationery levels are maintained and reported on. Reasonable staff requests are recorded and met. |
| Book transport and accommodation for staff training or conferences, as requested. | Transport and accommodation are sourced on behalf of staff. |

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| Sort and distribute mail. | Mail is posted and collected on a daily basis and then sorted. |
| Complete general administrative tasks such as filing, photocopying, binding, archiving and correspondence management. | The phone list and databases are maintained and up to date. |
| | Filing and archiving is up to date and any records of correspondence required for compliance or invoicing is maintained. |
| | Meeting minutes, agendas, meeting notifications and appointment schedules are provided on request. |
| | Books and information packs for residents are printed and bound so they are readily available for intake. |
| Provide administrative support to the Board as required. | The Board receives basic administrative support such as filing, photocopying and report collation. |
| | The meeting room is set up for the board. |
| Ensure reception is welcoming and safe for staff and residents. | The reception area is tidy and presentable with any deliveries moved so they are not a hazard. |
| Maintain office security. | Office security is maintained by following protocols such as visitor sign in. |
| Maintain confidentiality and security of data. | Data is kept securely by locking filing cabinets and ensuring computers are locked when staff are called away. |
| Manage the key register. | The key register is maintained and accurate. New keys are cut as required. |
| Manage petty cash. | Petty cash is maintained and receipts are up to date. |
| Support fleet management processes | Assistance is provided to collate odometer readings and ensure vehicle services are booked in a timely manner. |
| Office Operations | |
| Medical administration | Booking of medical appointments for participants as needed. |
| | Medical supplies and stock levels are maintained. |
| Back up support | |
| Provide back up support to other administration roles | Other administrative staff are provided with support to complete their roles or cover leave as required. |
| General | |
| Be compliant with WHS requirements and take reasonable care to ensure your own safety and health and that of others. Abide by their duty of care provided for in the legislation. Ensure you do not place others at risk by any act or omission. Ensure you do not interfere with safety equipment. | There is demonstrated compliance with WHS requirements to ensure a safe and healthy workplace. This includes abiding by the non-smoking directive at the Binna Burra site compliance with any pandemic directives and protocols. |
| | Any injury, hazard or illness are reported immediately, where practical, to your manager/coordinator. |
| Take an active role in building your resilience and preventing | The importance of wellbeing and self-care as a part of resilience is acknowledged. Strategies are |

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| psychological injury. Take reasonable care for your health and safety and that of others who may be affected by your conduct. | implemented to maintain personal wellness and resilience. Clinical supervision or other supports are utilised, when needed. |
| Be compliant with codes, guidelines, policies, procedures, legislation and Standards and proactively engage with Buttery continuous quality improvement. | Codes, guidelines, policies, procedures, legislation, Standards and quality improvement processes are adhered to at all times. Changes and improvements are supported. |
| | All mandatory training programs and team meetings are attended. |
| | There is mandatory reporting of any suspected incidents of child abuse. |
| Support an environment free from discrimination, harassment, bullying and model appropriate standards of professional behaviour in the workplace. | Interactions with colleagues, participants and stakeholders are undertaken in a courteous manner. |
| | Cultural and linguistic diversity is taken into consideration. |
| | There is positive feedback from others regarding your interactions. |
| Other duties relevant to the role as requested by the Administration Coordinator. | |

Selection criteria

Qualifications and checks

- Tertiary qualifications or relevant experience in office administration
- Current and valid manual Driver's Licence with an ability to undertake regular travel around the Northern Rivers region
- A satisfactory Criminal Record Check and Working with Children Check
- Current COVID vaccination and First Aid certificate

Professional skills and experience

- Experience working in reception or administration
- Demonstrated proficiency using the Microsoft suite including creating spreadsheets and formatting Word documents
- Experience using and maintaining database, content management and video conferencing software
- Strong customer service skills with a professional phone manner

- Highly developed organisational skills with strong attention to detail
- Demonstrated commitment to cultural diversity, equal employment opportunity, legislative compliance and workplace health and safety

Interpersonal skills

- Strong communication skills and the ability to collaborate as part of team
- Ability to work autonomously and use time effectively
- A reasonable level of resilience to fulfil the demands of the role

Agreement

These conditions of employment, your duties and location may be varied by The Buttery during the term of your employment. The position description duties are to read in conjunction with the terms and conditions that form your contract of employment.

I accept and agree to the duties in this position description. I understand and agree to abide by the terms and conditions stipulated.

Signature _____

Name _____ Date _____