

Position Description: Administration and Reception Coordinator

Position	Administration and Reception Coordinator
Award	Social, Community, Home Care and Disability Services Industry Award (SCHADS)
Classification	Social & Community Services Employee Permanent part time role Wednesday to Friday
Responsible for	Being the first point of contact for all phone calls, clients, suppliers and general community presenting to the service and for the provision of seamless day-to-day administration and reception operations of a busy community service.
Reports to	Executive Officer
Reports	No Direct Reports <u>Note:</u> this is a job share role with the incumbent working Mon-Wed
Key Internal Relationships	Executive Officer The Management Committee Programs Manager (Homelessness and Family Support Services) Family Support Workers and Case Workers Collocated partner organisations Other community services, stakeholders and Community
Base Location	West Ryde
Role Statements	<ol style="list-style-type: none"> 1. To provide excellent customer services to our clients/service visitor base in line with our Code of Conduct. 2. To manage the day-to-day housekeeping of the office and assist staff members as directed, in areas of administration including office, asset and procurement stewardship and maintenance. 3. To support the Executive Officer with general duties as directed. 4. To promote a collaborative team environment. 5. To deliver and adhoc tasks within deadlines and timeframes as directed. 6. To ensure accurate data entry, filing and information management including database. 7. To follow, utilise and promote the organisational policies, procedures to the staff and volunteers of the organisation. 8. To organise and be the Minute taker for the Ryde Hunters Hill Domestic and Family Violence Committee meeting

The Northern Centre (TNC) is a public benevolent institution, an incorporated entity, and is a registered charity. We are governed by a Constitution through an elected voluntary Board and an Executive Officer manages its operations. The organisation provides a range of placed based services to the communities in Northern Sydney, principally in the areas of family support for children and young people and homelessness early intervention services.

Reception is the first point of contact for the public, clients and other services to all programs and services operated by TNC. The reception area of the organisation welcomes people as they attend the service in person, either over the phone, or via other channels ie: online enquiries. This person will also ensure the day-to-day maintenance of the office by completing tasks such as, but not limited to, assisting staff members, general

housekeeping, office management and adhoc administration duties.

KEY RESULTS AREAS

1. RECEPTION DUTIES

- Take counter and phone enquiries in a professional and courteous manner.
- Greet clients and visitors to the office.
- Manage client lists for various activities and programs, as directed.
- Scheduling clients into appointments for programs, as directed.
- Setting up rooms and catering for meetings and programs, as directed.

2. OFFICE ADMINISTRATION

- Collating invoices and financial information including but not limited to the checking and confirming information as requested by the EO
- Preparing documentation as required including correspondence, reports, meeting minutes, data reports etc. while providing administrative support to management.
- Developing, implementing and maintaining new systems, such as record management, mailing lists, and soft filing systems as examples.
- Collecting, opening, recording and distributing incoming mail; and posting of outgoing mail.
- Organise, attend team meetings, and provide secretarial support.
- Maintain petty cash systems and assistance with banking.
- Managing the office environment including the auditing, ordering and replenishing office supplies and amenities, and managing stock and office equipment and cost controls.
- Maintaining the condition of the office and arranging for necessary repairs, manage the relationships of external contractors.
- Assist with organising special functions e.g. Annual General Meeting, Board Meetings as examples.
- Manage the organisations complex diary and room booking system across multiple rooms.
- Maintain records and usage of the organisations equipment ie: laptops, motor vehicle, marketing collaterals as examples.
- Maintain the organisations monthly registers including the Duress Alarms, IT, WHS, Incident Reporting as examples.
- Undertake any other duties, including general administration duties as required by the Executive Officer.
- Assisting staff with adhoc tasks.
- General housekeeping of the office.

3. WORKPLACE HEALTH AND SAFETY

- Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and TNC Policy and Procedures.
- Intervene wherever unsafe work practices are observed and report WHS promptly.
- Ensure accident/injury reports are completed in the event of a workplace accident.
- Ensure hazard report forms are completed and forwarded to the WHS Officer for action.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.

4. PROFESSIONAL RESPONSIBILITIES

- Display a commitment and adherence to the TNC Code of Conduct and model these behaviours to clients, the public and within the culture of the team.
- Display a commitment to own professional development, and participate in supervision, staff development and learning opportunities and meetings as required.
- Demonstrate a commitment to the client group particularly in ensuring the care and protection of children and young people and act in accordance to legislative requirements of a mandatory reporter.
- Uphold the reputation of TNC at all times by modelling professionalism consistent with organisation values and vision.
- Acts with non-judgmental, sensitivity and understanding towards others, and acknowledge and respect differences in personal beliefs and values.
- Use discretion when communicating with clients upholding the confidentiality and privacy policy.
- Follow the TNC policies and procedures.
- Communicate clearly and professionally with clients, staff and volunteers.

POSITION REQUIREMENTS

- Relevant qualifications in Office Administration, Community Welfare, and/or Human Services or demonstrated experience commensurate with the role.
- Intermediate/Advanced skills in the use Microsoft Office applications (Outlook, Word, Excel, Access, Publisher, Power Point).
- Experience or aptitude in maintaining and updating websites and social media.
- Excellent customer service skills.
- Demonstrated ability to exercise empathy, discretion and sensitivity when communicating with clients and staff.
- Demonstrated understanding of a range of issues facing vulnerable families, youth and individuals including but not limited to domestic violence, homelessness, mental health, family breakdown, drugs and alcohol and parenting stress.
- Excellent IT skills including the ability to trouble shoot general issues.
- Excellent written and verbal communication skills.
- Sound organisational and time management skills.
- High level of organisational and coordination skills.
- Strong interpersonal and team work skills.
- Ability to prioritise and be hands on in all aspects of your role.
- Previous experience working in professional client service or similar role.
- Understanding of WHS.
- Current driver's license.

DESIRABLE

- More advanced skills and/or experience in developing or managing websites and social media.
- Experience using other software programs such as Photoshop or similar.
- Experience in graphic design, publications and/or marketing.