

Position title:	Receptionist Administration Support	Reporting to:	Regional Manager Central Australia & Barkly
Program:	Alice Springs Regional Office	Location:	Alice Springs
Approved:	Director Regional Development	Date:	APRIL 2025
Comments:	Click or tap here to enter text.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will provide effective, culturally relevant and confidential reception, administrative and office duties for Anglicare NT Regional Office in Alice Springs

Selection Criteria

Position Specific Requirements

1. Certificate in Administration/Business and relevant experience is highly desirable for this position
2. General knowledge of services available to client group
3. High level of discretion and sound judgement with confidential information.
4. High standard of proficiency in the use of technical and IT related equipment and software packages
5. Well-developed planning, time management and organisational skills
6. Cooperative working style and well-developed teamwork skills
7. Demonstrated experience working in a busy administration/reception environment with a strong commitment to delivering high quality customer service.
8. Skills to effectively use Microsoft Office suite including XL spreadsheets and database systems.
9. Demonstrated working experience in the coordination and usage of office equipment, assets, vehicles and facilities management.
10. Strong verbal and written communication skills including the ability to communicate effectively with people from a wide range of backgrounds.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).

6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. Reception

- Greet clients, visitors and staff in a professional and respectful manner, and assist with information and referrals to relevant services.
- Manage client inquiries and appointments and liaise with relevant Program staff.
- Answer incoming phone calls in a professional manner (including checking phone message service each morning).
- Maintain effective liaison with relevant Anglicare NT staff and relevant external parties.
- Maintain ordering of stationery and office supplies.
- All other reception duties as required to support the Regional Office Staff that are required from time to time

2. Quality Administration Support

- Maintain administrative and financial systems including a tenancy data base, vehicle/room/equipment bookings; client bookings; petty cash reconciliations; client service fees and banking; and purchase orders.
- Ensure the ICT systems are maintained in optimal working order in consultation with the ICT Manager and ICT Contractor.
- Maintain effective, accountable, confidential and secure systems for all client, staff, program and agency related documentation and information (verbal, written, electronic and archiving).
- Ensure facilities, equipment and motor vehicles are kept in good repair and maintain associated asset management systems, motor vehicle and property records in consultation with the Fleet and Facilities Coordinator.
- Monitor staff movements to and from home visits and follow up when required.
- Participate in organisational communications such as email groups, scheduled staff meetings and planning days as required

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position has no direct reports.

