

Position Description

Title	Receptionist/Administrative Officer (Werribee)
Business unit	North & West Victoria
Location	3 Duncans Road, Werribee Vic 3030
Employment type	Full time maximum term
Reports to	Coordinator Emergency Relief

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 Receptionist/Administration Officer is a key role assisting with the daily administrative functions of Uniting's Duncan Rd Hub site, including reception duties. The role works in Reception handling incoming calls, presentations, and appointments from consumers, stakeholders and community members in a busy and challenging environment.

The position aims to deliver effective administration services and reception support to all customers, both internal and external, with a focus on professional customer service and continuous improvement.

2. Scope

Budget:

- Nil

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People:

- Nil

3. Relationships

Internal

- All Uniting staff members.
- Coordinator Emergency Relief

External

- Consumers
- Members of the public
- External organisations

4. Key responsibility areas

Service delivery

- Provide administrative support for the Duncans Rd Hub site programs
- Undertake reception duties such as answering phone calls, welcoming consumers and determining their needs, respond to emails, book appointments, and relay relevant information to workers
- When required, open and close reception area and commence work prior to 9am
- Ensure a positive public image of Uniting is presented
- Provide excellent customer service to both internal and external customers, building rapport with a variety of people.
- Maintain a high level of confidentiality and discretion in the handling of a wide range of information and projects
- Assist consumers with use of available computer kiosks
- Some manual handling may be required
- Other adhoc duties as required

Administration

- Preparation and distribution of meeting agendas and minutes for site related management and WHS meetings
- Undertake general and routine administration tasks, such as data input, document production, electronic and hardcopy file management, and property maintenance reporting
- Assist staff with keys to fleet vehicles as necessary, managing the servicing, maintenance and insurance claims of all vehicles in fleet as required
- Complete site inductions for all new staff as required
- Maintain security system and all cards for all teams at Duncans Road site
- Liaise with building maintenance and facilities team when needed for repairs or incidents as required
- Order stationery for all teams as required
- Communicate any and all site news/events via email as required
- Liaise with ICT regarding any site-wide ICT issues as required
- Coordinate room and participant booking and arrange catering for any site events as required
- Maintain and manage room booking system at Duncans Road site
- Liaise with cleaners as required

Quality and risk

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management

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- Participate in site audits per site audit sheet assignments
- Ensuring hub site reception and work area is free from hazards

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 my ongoing work with another organisation

5. Person specification

Qualifications

- Certificate III in Administration or equivalent relevant experience (preferable)

Experience

- Demonstrated experience with the operation of a variety of Windows based applications and databases, and word processing skills.
- Ability to prioritise work and perform task with a high level of accuracy and efficiency, all whilst working under pressure.
- Experience in a customer service or administration role is desirable.
- Experience working with and/or understanding of disadvantaged community members is desirable.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Well-developed written, oral and interpersonal communication skills.
- Ability and drive to learn, and use initiative.
- Ability to work as part of a team.

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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: