

Position Description

Title	Receptionist & Office Manager (130 Lonsdale)
Business Unit	Housing and Property
Location	Level 4 130 Lonsdale Street, Melbourne
Employment type	Full Time Ongoing
Reports to	Manager, Real Estate & Advisory

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 & Office Manager is responsible for providing professional and efficient administration and customer support to Uniting Vic.Tas' support services office at 130 Lonsdale St across two floors. Key responsibilities include ensuring quality and reliable systems and procedures are in place to support those working from the office, acting as the first point of contact delivering full reception for visitors to the office, providing a positive, professional, and welcoming environment that fosters a culture of community and connection.

This role works under the support and direction of the Manager, Real Estate & Advisory in the Housing & Property division to ensure the office is operating effectively through the efficient coordination of administration, business operations and day to day maintenance of a safe, efficient, and well-functioning work environment.

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2. Scope

Budget:

130 Lonsdale Office Budget – \$1,400,000

People:

Nil

3. Relationships

Internal

- Team Assistant (Operations)
- Manager, Real Estate & Advisory
- Executive/Division Assistants
- Housing & Property Division
- Broader 130L Office Cohort

External

- External stakeholders and suppliers as required, including
 - Synod Uniting Church
 - Charter Hall
 - Level 3 Tenants
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4. Key responsibility areas

Administration

- Ensure the reception area is welcoming and is always maintained in a well organised manner.
- Provide prompt, appropriate, and professional responses to internal enquiries in person for the 130 Lonsdale Street office across Level 4 and Level 3.
- Always provide high level customer service, resolving issues promptly and effectively.
- Manage incoming and outgoing correspondence and couriers for the site as needed.
- Provide high level customer service to corporate phone and central email enquiries.

Office Management

- Manage the provision of effective office, service and facilities management including supporting onsite new ways of working e.g. desk booking system, car park arrangements.
- Ensuring that reception is managed at all times, this includes process for emergency back-up ensuring customer centric 'all welcome' approach.
- Managing 130 Lonsdale office safety and compliance with coordination with the WHS and facilities team, including fire wardens, first aid staff.
- Liaise with internal and external stakeholders to ensure effective operation of office services including ICT for printers and meeting room technology; building services for security; and facilities services for maintenance.
- Maintain site information including key contacts, contractors, cost codes, key register and security passes.
- Coordinate schedule of office cleaners and conduct monthly inspection with contract manager.
- Maintain policies and procedures to ensure consistent, equitable use of the office resources and a safe workplace for all.
- Involvement in Office Committee and Uniting Reception Community of Practice meetings.
- Organise office events alongside the committee.
- Maintain registry of staff security cards in liaison with building management.
- Contribute to and assist with regular office communications via a monthly newsletter.

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- Coordination of meeting room and carpark resources including calendar management, general upkeep, and troubleshooting.
- Oversee the 130 Lonsdale budget including management of office consumables, stationary and other office needs.

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

- Relevant tertiary qualification in a business administration related discipline and/or experience in an administration role
- Current Victorian drivers licence

Experience

- Previous experience working as an office manager in a fast paced, professional office environment
- Experience providing administrative support to senior managers preferred
- Customer service experience in a similar environment

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.
- **Teamwork:** demonstrated ability to work as a member of a team in a busy office environment, build strong relationships and adapt to daily challenges
- **Professionalism and Integrity:** ability to use initiative and take right action with accountability, ensuring confidentiality and discretion is maintained at all times
- **Interpersonal skills:** ability to understand the environment in which you are communicating, communicating in a manner that is appropriate and effective for that individual or group

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- **Computer skills:** proven intermediate expertise in the Microsoft suite of applications, well developed attention to detail and accuracy, and the ability to support others to use technology
 - **Problem solving** demonstrated initiative and problem analysis and problem solving skills
 - **Organisational skills:** excellent organisation skills and time management, ability to deal simultaneously with several matters and work to deadlines
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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.
