



# Position Description – Administration/Reception

**Location:** St David's Neighbourhood Centre, 68 Orange Grove Road, Coopers Plains

**Classification:** Permanent Part Time

**Hours:** 40 hours per fortnight

## **Purpose of Position:**

The role has three purposes:

- To support the daily operations of the centre with reception and administration duties.
- To support the implementation of St David's Neighbourhood Centre programs, activities and events.
- Provide leadership and operational support to St Davids Neighbourhood Centre reception volunteers fostering a collaborative, inclusive, and supportive environment that advances the mission of St Davids Neighbourhood Centre.

## **Information on St David's Neighbourhood Centre:**

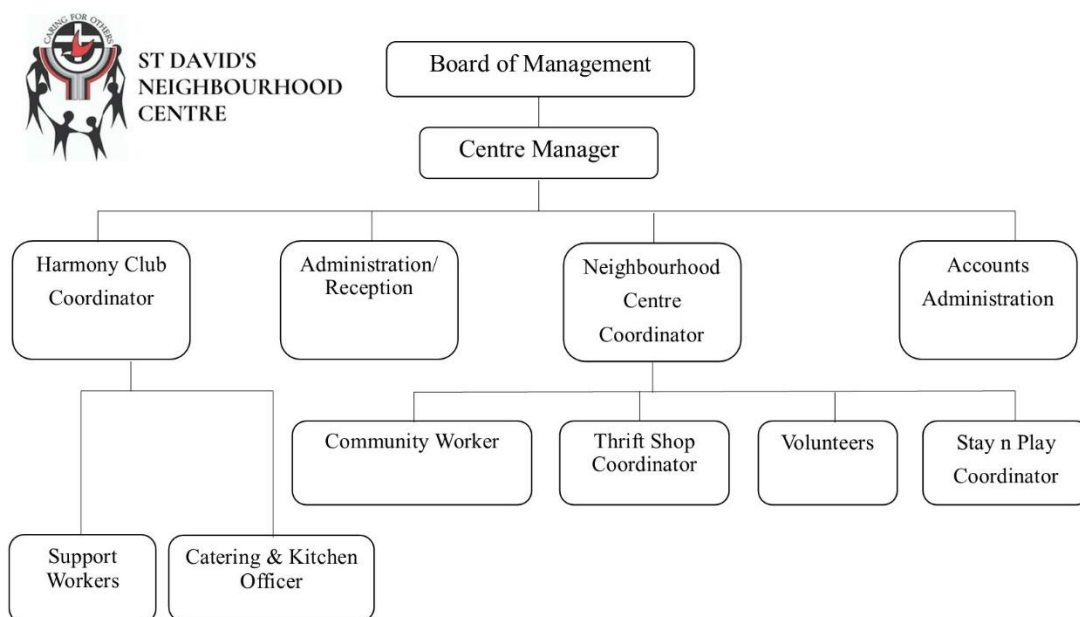
St David's Neighbourhood Centre is a place where people find the opportunity to meet their community, family and personal needs and interests in a supportive community setting. It is a place where staff provide support and assistance with finding resources in the community.

St David's Uniting Church Neighbourhood Centre is about

- ❖ Participation
- ❖ Empowerment
- ❖ Community Building

A Board of Management that includes representatives of the Parish and the Community govern the Neighbourhood Centre.

## **Organisational Structure**





## **Position Description – Administration/Reception**

### **Reporting Relationships:**

The Administration/Reception reports directly to the Centre Manager

### **St David's Neighbourhood Centre programs, Activities and Social groups**

St David's Neighbourhood Centre facilitates and runs a variety of activities, events and social programs that aim to connect our community. They also provide opportunities for community members to improve their skills, confidence and develop friendships and support networks. Activities and events vary and change as needed to meet individual needs and community interest.

### **Key Result Areas:**

- Deliver high-quality reception and administrative support that contributes to positive experiences for community members, visitors, volunteers, and stakeholders.
- Maintain a high level of community satisfaction through the provision of accurate information, responsive assistance, and professional customer service.
- Ensure compliance with organisational policies, reporting requirements, financial and administrative processes, and relevant program standards.
- Support the efficient and effective operation of the Neighbourhood Centre's activities, events, programs, and services.
- Foster positive customer experiences and encourage strong community engagement across the programs of St David's Neighbourhood Centre.
- Build and maintain effective working relationships through positive collaboration, communication, and connection with staff, volunteers, programs, and services across the Neighbourhood Centre.
- Contribute to a welcoming, inclusive, and professional environment that reflects the values and mission of the organisation.

### **Primary Responsibilities**

- Provide reception duties for the centre including answering the phone, greeting service users, visitors and members of the community, management of the centre's mail, communication of messages, management of enquires, management of staff and volunteer ID system and other reception duties as required.
- Work with the team to prepare, print and distribute the centre's monthly newsletter.
- Preparation and completion of data entry for organisational programs into appropriate systems
- Assist with the preparation of documents, forms and other resources that support staff and the centre's programs i.e. calendars for daily operation of the programs, forms etc.
- Ordering and maintaining required levels of stationary, office and cleaning supplies
- Handling of money including collection of Thrift Shop takings, entering daily takings through the cash register, balancing of register daily, preparing money for banking, management and balancing of petty cash, data entry of EFTPOS transactions and receiving and issuing receipts for payments and donations.
- Set up and pack down of rooms in support of social activities, events and programs
- Completing maintenance cleaning tasks as required i.e. wiping down tables, cleaning toilets, sweeping floors as needed.
- Participate in the orientation and training of new staff, volunteers and students.



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- Acting as the Fire Warden for the centre and other workplace health and safety activities i.e. checking smoke alarms monthly. Willingness to act as a First Aid Officer if ever required
- Work with and support other programs and activities within St David's Neighbourhood Centre where required.
- Foster and maintain a connection with St David's Uniting Church and the congregation
- Participate in education and training opportunities.
- Work within St David's Neighbourhood Centre policies and procedures
- Promotion of St David's Neighbourhood Centre services in a professional manner
- Participate in continuous improvement activities with involvement in staff meetings, planning days and feedback mechanisms. Assist with the implementation of outcome measures, client satisfaction surveys and other processes as requested.
- Other duties and tasks as requested by the Centre Manager.

### **Key Selection Criteria:**

#### ***Essential***

- Relevant qualification in administration along with relevant experience working in a community setting
- Experience in providing reception duties, answering questions and using effective communication skills to support visitors and volunteers
- Experience in administration tasks including management of mail, communication of messages, data entry, preparation of documents, forms and other resources as well as money handling including banking
- Knowledge and experience with social media to assist in the promotion of the centre to our community
- Knowledge and experience with Canva to assist with the preparation and printing of the centre's monthly newsletter and marketing resources
- Effective communication (oral and written) skills including confidence in holding difficult conversations
- Ability to work as an integral part of a team including volunteers and with those from diverse backgrounds
- Proven computer literacy in Excel, Word, Outlook, and PowerPoint
- Current valid Driver's licence and willing to drive own vehicle to complete banking and other tasks
- Hold a current National Police Check and Blue Card (or willingness to obtain)
- Willingness to work within the Ethos of the Uniting Church

#### ***Desirable***

- Ability and desire to work with older adults and those with a disability
- Knowledge and experience with volunteers

#### **Remuneration Level**

Based on SCHADS Level 2. with appropriate increment increases for length of service and performance.



## **Position Description – Administration/Reception**

**Approval:**

- i. The details contained in this document are an accurate statement of the duties and responsibilities of the position.

**Name:**

**Signature (Manager):**

**Date:**

- ii. As the occupant of the position, I have noted the statement of duties and responsibilities as detailed in this document:

**Name:**

**Signature (Staff Member):**

**Date:**