

<b>Position title</b>	Receptionist/ Administration Assistant	<b>Reference</b>	KRO
<b>Award &amp; Classification</b>	Award: SCHADS Level: 3-4	<b>Reporting to</b>	Regional Operations Manager
<b>Location</b>	Katherine	<b>Cost Centre</b>	Various
<b>Section</b>	Administration	<b>Program</b>	Administration
<b>Approved</b>	Executive Manager, Children & Homelessness	<b>Date</b>	July 2019

## Agency Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

## Purpose of the Position

You will maintain all reception duties for the Katherine Regional Office and provide administrative support to the Office Manager and Region Operations Manager. Ensure the Regional Office is maintained to a high standard and provides a friendly welcoming environment for all clients, visitors and staff.

You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

## Selection Criteria

### Position specific requirements

1. Certificate/Diploma in Administration/Business and relevant experience is highly desirable for this position.
2. Demonstrated experience working in an administrative and/or reception role within a similar environment.
3. Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and cultures.
4. Excellent organisational and time management skills and high attention to detail.
5. Well-developed written and oral skills.
6. Positive and collaborative team player with courteous, with high levels of professionalism, confidentiality and discretion.
7. Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
8. Well-developed planning, time management and organisational skills.

9. Adaptability and flexibility to changing work environments and requirements.
10. Advanced computer skills including word processing, spreadsheets and database applications.

### **General Requirements**

1. Demonstrated commitment to working respectfully with Aboriginal and Torres Strait Islander and culturally and linguistically diverse clients, communities and staff.
2. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).
4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Northern Territory Driver's Licence.
6. First Aid Certificate (or willingness to obtain if required).

## **Key Accountabilities and Responsibilities**

### **1. Reception**

- Meet and greet clients, visitors and staff in a professional, culturally safe and respectful manner, and assist with information, referrals, appointment bookings whilst provide exceptional customer service.
- Answer incoming phone calls in a professional manner, handling queries and feedback via phone, email and general correspondence. Maintain phone log and current staff contact lists.
- Maintain office security by following safety procedures and controlling access via the reception desk, monitor visitors log book and issue office access passes.
- Seek to understand staff/client needs and resolve needs efficiently and effectively.
- Assist in administrative functions for trainings, meetings and events, including catering orders.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and emailing as requested by Senior Management.

### **2. Office Administration**

- Provide high level of support managing cab charge vouchers, travel arrangements, and other support required by the Office Manager & Regional Operations Manager.
- Maintain number of different records keeping processes such as natural disaster emergency folder, incidents register, finance records, staff records etc.
- Ensure adequate supplies of consumables, such as stationary, printer, chemicals, first aid and kitchen supplies.
- Assist with IT services and support.
- Assist with equipment/facilities management and maintenance across all KRO facilities and residences.
- Assist with fleet management and fleet bookings as directed by Office Manager.
- Participate in audit activities as directed.

### **3. Finance**

- Complete required purchase order reconciliations including maintaining tax invoice register and ensuring necessary approvals in line with delegation.

- Manage accurate financial records including petty cash, expenditure, reconciliations and requests for reimbursement.

#### **4. General**

- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by Regional Operations Manager from time to time.

#### **Other Duties and Requirements**

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to Anglicare NT delegations, policies and procedures and general conditions of employment.
- Model Code of Conduct by working cooperatively and effectively with clients, colleagues, management and external stakeholders.
- Comply with funding contracts, operational guidelines, budgets, approved work plans, data collection, reporting requirements and task directives.
- Comply with Anglicare NT's WHS requirements – remain vigilant about the potential for client / customer related behavioural risks and contribute to a safe working environment.
- Support organisational activities linked to Anglicare NT's Reconciliation Action Plan (RAP) including undertaking Aboriginal and Torres Strait Islander cultural competency training.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with team members to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Keep up to date (read) with emails, staff meeting records, AngliShare (intranet) updates and maintain your knowledge of policy and procedures.
- Contribute to organisational planning and review days, promotional activities, key events and quality improvement and accreditation processes as required.
- Participate constructively in supervision, performance reviews, professional development and training as required.
- Maintain attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as directed from time to time within skill set, knowledge and scope of practice.

#### **Delegation of Authority**

Expenditure, Operational / Administrative, Personnel, Management and Legal – as per current Delegation of Authority Schedule (endorsed by the Board and periodically updated).