

Authorising Officer: Corporate Services Manager

Position title	Receptionist / Office Administrator
Employee name	
Department/Service	Corporate Services
Location	Carnegie
Position reports to	Corporate Services Manager
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A

Work Environment (e.g Office based, Residential based, Community based)

This permanent full-time position is based at the Network Head Office in Carnegie.

Position Summary	The objective of the role is to provide outstanding customer service to internal and external stakeholders to ensure efficient and professional service delivery of office and administrative support across the Network Head Office.
Key Selection Criteria Essential	<ul style="list-style-type: none"> • Relevant working experience in an administrative field, office administration or suitable qualification. • Proficient skills in Microsoft Office and Microsoft Windows applications. • Demonstrated time management and multi-tasking skills and abilities. • Excellent interpersonal skills and a demonstrated ability to work as part of a team. • Professional presentation and effective oral and written communication skills.
Other requirements of the role(e.g licences, professional memberships, registrations)	<ul style="list-style-type: none"> • Current Victorian Driver's License • Satisfactory police check

Job Profile

Specific key responsibilities of this role include;

Managing Service Delivery	<ul style="list-style-type: none"> • Manage telephone and in-person callers, deal with messages, appointments and bookings and make appropriate referrals both internally and externally. • Deal with administrative issues related to service staff and service provision including room bookings, catering requests etc. • Set up rooms as requested. • Coordinate catering and ensure catering requirements are met.
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	<ul style="list-style-type: none"> • Assist local managers and staff with service administration and support. • Liaise with network regional offices and provide assistance as required, including acting as primary contact point for administrative coordination. • Develop and maintain systems and procedures to ensure smooth and efficient running of the office. • Purchase and maintain stationery, office supplies and minor equipment and maintenance duties. • Ensure the maintenance of physical office resources and other resources, as required. • Maintain a professional working environment. • Coordinate the office staff meetings. • Undertake word processing and other document processing. • Undertake filing, maintaining an electronic and physical information storage and retrieval system. • Maintain electronic mailing lists. • Undertake large print runs and/or mail outs. • Undertake computer data entry for funder data collection, incident reporting and similar. • Handle mail, local deliveries, supplies etc. • Support the management of small events – training days, community forums, staff meetings etc. • Manage incoming and outgoing correspondence. • Undertake other relevant duties as agreed with the local managers. • Maintain and process local accounts receivable including receipting and banking. • Liaise with a range of founders for services provided with regard to funding documentation and account payment. • Collate, batch and code all Head Office invoices and send to Accounts Payable for processing. • Coordinate the collection and sending to Payroll of all timesheets and related documentation on a fortnightly basis. • Coordinate and reconcile petty cash. • Coordinate the ordering of business cards and printed stationery. • Coordinate the ordering of kitchen, bathroom and office supplies. • Coordinate office opening and closing procedures. • Update and maintain printing and copying materials including stocking machines regularly. • Ensure the staff kitchen is kept clean and stocked. • Set up workstations and coordinate resources as required. • Run errands and undertake shopping when and where required. • Liaise with corporate services when and where required. • Other duties as may be required from time to time, at the direction of the Manager, Corporate Services.
<p>General key responsibilities of this role include;</p>	
<p>Occupational Health and Safety (OHS) and Risk Management</p>	<ul style="list-style-type: none"> • Report any hazards or issues that impact on the safety of the workplace • Fulfil your role in a manner that uses safe work practices to support PwS to achieve personal outcomes. • To adhere to organisational policies, procedures and line management directives.
<p>Quality</p>	<ul style="list-style-type: none"> • Demonstrated knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards. • Ensures necessary documentation is completed as required and in a manner

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	<p>which reflects outcomes for the individual.</p> <ul style="list-style-type: none">• Attends all necessary meetings and provides feedback on the current state of the organisation's quality system.• Promotes and assists staff with the requirements of the organisation's quality framework.• Ensures relevant line manager is kept abreast of all issues in a timely manner.
Sustainability	<ul style="list-style-type: none">• Integrate sustainability as a core value and objective into day to day operations and contribute to achieving reduction targets in our key environmental areas of waste/paper, energy, water and transport.

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager signature:

Print name:

Date:

Application details:

To apply for this role, please send a covering letter responding to the Key Selection Criteria and a CV to recruitment@tipping.org.au, citing reference number MET0060. Applications will close Friday 2 December, 2011.