

## Job Description

<b>Job Title:</b>	<b>Receptionist</b>
<b>Ref No:</b>	OP596
<b>Division:</b>	People & Culture
<b>Department:</b>	People & Culture
<b>Reports to:</b>	Business Partner, Corporate & Talent Acquisition
<b>Classification:</b>	Salaried
<b>Date:</b>	July 2018

### Job Purpose

To represent AnglicareSA at the Western Hub Reception area ensuring the provision of professional, and friendly customer service to both internal and external stakeholders and accurate and efficient administrative support to the People & Culture team. Proactively seek opportunities to improve the service levels and efficiencies of the Reception area.

### Key Result Areas

#### Customer Service

- Positively liaise with employees, suppliers and customers in a manner reflecting AnglicareSA's values.
- Provide professional Receptionist services, responding to enquiries, redirecting calls to the appropriate staff and taking clear messages as required.
- Coordinate client booking systems and records.
- Provide friendly, sensitive and appropriate advice on the organisations available services and maintain customer confidentiality at all times.

#### Administration

- Develop and maintain office systems for effective administration of site and program business.
- Provide day to day Administrative support including booking management, document preparation and supplier arrangements.
- Develop and maintain visitor record systems, meeting policy requirements and manage the induction of contractors and volunteers visiting this site.
- Maintain up to date program information brochures for customers and clients visiting the site.
- Create new client files and maintain online records system.
- Provide finance administration support including payment of accounts, invoicing, receipting, and data entry as required.
- Manage the ordering of Western Hub stationery, supplies and perishables.

#### Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk.
- Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

**Working Relationships:** People & Culture team, AnglicareSA staff, site visitors, customers, clients and suppliers.

**Organisational Impact:** Customers, staff and external stakeholders will receive a warm and engaging welcome on the Western Hub site, and will be provided with appropriate guidance and advice related to AnglicareSA services.

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**Specific Job Requirements**

- You may be required to travel to other Anglicare-SA sites on a regular basis.
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department for Child Protection (DCP), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.

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**Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **National Police History Check**    OR    ☒ **DCSI Screening Assessment**

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**Person Specification****Qualifications/Experience**

- Certificate III in office administration or related Reception experience.

**Demonstrable Requirements / Competencies**

- Extensive experience using Microsoft Office, including Word, Excel and Powerpoint.
- Demonstrated working experience within a busy and multi-faceted reception environment.
- High level computer skills and the ability to utilise technology effectively.
- Proven high level of organisational skills with the ability to maintain composure in challenging situations.
- Proven ability to establish and maintain administration systems including record keeping and file management systems.
- Exceptional customer service skills, a high level of communication and interpersonal skills and proven ability to work effectively in a team.
- A commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement activities.
- Working effectively and co-operatively with others; establishing and maintaining good working relationships.
- The ability to work autonomously, planning day based on priorities.

**WH&S**

- WH&S knowledge and skills suitable for the position.

**Cultural Fit**

- Work within a team environment in accordance with AnglicareSA values.

## Competencies

<b>Living the AnglicareSA Values</b>	Display the values in undertaking their duties.
<b>Cultural Respect of Aboriginal Peoples</b>	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
<b>Valuing Diversity</b> <i>(race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)</i>	Demonstrate acceptance, respect and appreciation of individual differences.

**AnglicareSA Vision**

Justice, respect and fullness of life for all.

**AnglicareSA Mission**

AnglicareSA provides care and support with a voice for disadvantaged and vulnerable people in our communities.

**AnglicareSA Values**

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

**ACCEPTANCE/AUTHORISATION**

Jobholder: ..... Date .....

Print Jobholder Name: .....

General Manager, People & Culture Signature: .....

Date: .....