

	Position Title: Commercial Services Officer - Reception	Team: Commercial Services		Region: Central Office: Richmond
	Supervisor: Head of Commercial Services	Delegations and Authorities: In Line with Delegations Policy	Band: A Salary: BM Level 4	Date: December 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Commercial Services Officer - Reception is responsible for providing general administrative assistance to staff at the Berry Street Central Office and will be based on Reception.</p> <p>The Commercial Services Officer - Reception is a member of the Commercial Services Team. Occasionally the Commercial Services Officer will interact with clients who have experienced considerable trauma and may exhibit challenging behaviour. The Commercial Services Officer shares in the responsibility of all staff to ensure that everyone who has contact with Berry Street, whether that is via telephone or in person, is treated in a courteous, respectful and efficient manner.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a 'fair go'</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person's culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The primary objective of this role is to ensure adequate and appropriate administrative and reception support is provided to the Central Office.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Central Office in Richmond.</p> <p>This role reports to the Head of Commercial Services who will provide supervision and review.</p> <p>This role may receive day to day support from the Senior Commercial Services Officer.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Proven Reception experience with the ability to multi task. • Highly developed administrative and organisational abilities and demonstrated experience in a similar administrative role. • Demonstrated understanding of privacy and the ability to manage confidential and sensitive information. • Excellent time management skills and experience in managing a workload with minimal direct supervision. • Prioritising work within expectations and established policies, guidelines and procedures. • Self-motivated with the ability to initiate and develop logical administrative systems to improve efficiency and effectiveness. • Good level of interpersonal and communication skills (written and verbal), including being able to work well within a team and to communicate effectively with all levels of staff and external bodies, as required. • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Excellent computer skills including MS Word (advanced level), Excel, PowerPoint & Outlook (intermediate level.) Access and Publisher would also be an advantage. Ability to touch type accurately and at a reasonable speed and produce high quality work. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience working in a Not-For-Profit/ Community Services setting is desirable, but not essential. • Experience in administration, or vocational training in Admin (such as a Cert IV/ Diploma in Business Admin or above).

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Administration	<ul style="list-style-type: none">• Ensure that the reception function is maintained in an orderly, friendly and professional manner.• Answer all incoming calls, redirect calls to appropriate staff and take messages as required.• Listening to and actioning all voicemails as well and generic emails, as needed.• Receive and assist all visitors to the office, this will include visitor sign in, access to security passes, wi-fi codes, car parking and directing to meetings and facilities.• Ensure appropriate referral of clients to Berry Street staff or other agencies as required. Maintain confidentiality in all circumstances in accordance with Berry Street Policies and Procedures and Privacy legislation.• Administer incoming and outgoing mail and arrange couriers.• Administer Central Office petty cash.• Take primary responsibility for the management and access of pool cars, cab vouchers, public transport cards for Central Office staff.• Take primary responsibility for the ordering of stationery, postage supplies, amenities, business cards and first aid supplies for Central Office.• Maintain various Central Office lists.• Data entry of feedback and complaints from Berry Street website into a risk management database.• Organise setup of certain Central Office meetings.
Other	<ul style="list-style-type: none">• Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Be exposed to all outdoor weather conditions.	N/A
	Work in unstructured environments (e.g. outreach).	N/A
	Work office hours with the possibility of extended hours.	Occasional
	Work on-call after hours.	N/A
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	N/A
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	N/A
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Occasional
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Occasional
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	N/A