**POSITION DESCRIPTION**

Receptionist/Administration Assistant

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| **POSITION NUMBER** | 1359 |
| **EMPLOYMENT TYPE** | Ongoing, full time (required hours 8.30am – 4.00pm) |
| **REPORTS TO** | Clinical Operations Manager/ CEO |
| **BASE SALARY** | $58,601 per annum |
| **SUPERANNUATION** | Employer contribution of 11% |
| **OTHER BENEFITS** | Salary packaging available (making part of your salary tax-free and increasing take-home pay)  For more information visit [www.smartsalary.com.au](http://www.smartsalary.com.au) |
| **HOW TO APPLY** | Visit [www.cera.org.au](http://www.cera.org.au) and apply via our *Study and Careers* page |
| **CONTACT FOR ENQUIRIES ONLY** | CERA Human Resources  t: (03) 9929 8201 e: [hr@cera.org.au](mailto:hr@cera.org.au)  *Please DO NOT send your application to this email address* |

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| **The Centre for Eye Research Australia and Cerulea Clinical Trials is an equal opportunity employer and is committed to promoting a diverse and inclusive workforce. We encourage people from diverse backgrounds to apply for position within our organisation.**  **For further information about us visit** [**www.cera.org.au**](http://www.cera.org.au) |

**Position Summary**

The Receptionist/Administration Assistant role will be the first point of contact for visitors to Cerulea Clinical Trials Centre based on the 7th floor of the Royal Victorian Eye and Ear Hospital. The role will provide day to day reception and general administrative duties to support the efficient and effective daily running of the clinical trial centre, interfacing with patients attending clinical trial appointments, clinicians and administrators working within or visiting the centre, general visitors to the centre, as well as liaising with hospital administrative personnel and accepting deliveries to the unit.

The position will also provide administrative support to the Cerulea executive, specifically the Clinical Operations Manager and CEO.

This role is required to maintain good working relationships with clinical and administration staff, patients, and visitors from a broad range of backgrounds and to complete day-to-day tasks promptly, efficiently and in a highly professional manner. The role requires confident interpersonal, communication and relationship building skills, flexibility in being able to address emerging needs of a new business, a strong eye for detail, preferably experience with clinical software scheduling systems and a person who enjoys and is effective at multitasking in a busy environment.

**The role is an onsite role with no opportunity to work from home.**

**Key Responsibilities**

1. Meet and check-in participants and visitors, as first point of contact and provide relevant information and support to visitors including trial participants (patients); members of the public; clinicians, researchers and administrators.
2. Undertake general reception and administrative duties including answering telephone calls; responding to email inquiries; managing incoming and outgoing mail, support to trial co-ordinators in using the scheduling software.
3. Maintain adequate stocks of stationary, cleaning products, tearoom supplies, general office supplies and other consumables (including Personal Protective Equipment).
4. Liaise with hospital personnel about cleaning contractors, safety requirements, maintenance requirements, and general administration requirements as they arise.
5. Ensure that general reception, waiting, clinical/research rooms and the staff breakout room are kept in good order and relevant supplies are maintained.
6. Support a safe and healthy work environment by undertaking administrative tasks relating to accommodation, facilities and OHS matters.
7. Support the admin/exec function with administrative tasks relating to new staff induction, support for the CEO in helping to manage calendars, regular meetings, events, and other administrative tasks as required.
8. Be trained and undertake the fire warden and first aid officer roles for Level 7 Royal Victorian Eye & Ear Hospital.
9. Any other duties, as reasonably requested, that are commensurate with the level of responsibility for this role.

**Selection Criteria**

***ESSENTIAL***

1. Relevant work experience in an office environment, ideally in a role with front-line client contact. Experience in healthcare, aged care, disability services or public-facing research settings would be ideal.
2. Sound and confident communication and interpersonal skills demonstrating the ability to deal with people from diverse backgrounds including those speaking English as a second language, inclusive attitude to engaging with people. Experience working with people with vision or hearing difficulties would be ideal.
3. Good organisation skills, including forward planning, managing multiple demands and meeting tight deadlines.
4. Confidence and experience in using scheduling software or software in which appointments or data collection is a key feature.
5. A self-starter with initiative, sound judgement, and ability to work independently and with only routine supervision.
6. A client-focused approach to service delivery and the ability to collaborate with peers to achieve the best outcome for the organisation.
7. High degree of personal and professional ethics and integrity.
8. Capacity to learn new techniques and procedures efficiently and effectively, particularly related to software solutions.
9. Confidence and comfort being near working or therapy dogs (ie: guide dogs)

**Special requirements and other information**

1. Unrestricted right to live and work in Australia.
2. In accordance with the COVID Mandatory Vaccination Directions issued by Victoria’s Chief Health Officer, the successful candidates will be required to provide evidence of COVID-19 vaccination prior to commencement.
3. Successful applicants are required to consent to a police check. Please note that people with criminal records are not automatically prevented from being considered for a position and each application will be considered on its merits.
4. You may be required to independently travel to various office locations or other external locations to fulfill the requirements of the position.
5. Occasional availability outside normal working hours for events and networking functions will be required.
6. This position will have no direct reports.

**About us**

Cerulea Clinical Trials is a new independent business, closely affiliated with the University of Melbourne and co-located, at the Royal Victorian Eye and Ear Hospital, and fully owned by the Centre for Eye Research Australia (CERA).

Cerulea Clinical Trials conducts human clinical trials to test the safety and effectiveness of new medicines and therapies, with a purpose to prevent common eye diseases and disorders and to reduce the impacts of vision loss on people around the world.

**Our values**

* **Integrity** – We are accountable and honest in the work we do. Credible, ethical and responsible clinical research is our priority.
* **Unity** – We support and respect each other, celebrate our diversity and we pitch in when it is needed. In our work, keeping each other safe is always top of mind.
* **Agility** – We research with ambition, tenacity, innovation, and creativity. We are nimble and responsive in our pursuit of excellence.
* **Making a difference** – We value collaborating and sharing our knowledge with each other and our community to make a real difference in the world. We never waiver from our goal of saving sight and changing people’s lives for the better.

**Occupational Health and Safety (OHS) and Environmental Health and Safety (EHS) responsibilities**

Cerulea clinical trials is committed to providing a workplace that is healthy and safe for staff, students, patients, visitors, contractors, and the community. We aim to develop and maintain a culture that encourages all staff to actively manage health and safety risks and to consider the environment.

Our staff have a duty to take reasonable care of their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.