

Job Description	
JOB TITLE	Receptionist/Administration Assistant
CAREER STEP	Foundation/Professional
REPORTING RELATIONSHIP	Office Administration Manager
DIVISION	Executive Directors Office
EMPLOYMENT DURATION	1-year contract
TYPE OF EMPLOYMENT	Full Time, 1FTE
DATE	April 2021

The George Institute for Global Health

'The George' is 700+ people globally focused on improving the health of millions of people. A medical research institute affiliated with leading universities and with projects in approximately 50 countries, we are challenging the status quo in healthcare to find the best ways to prevent and treat chronic disease and injury, and to influence policy and practice worldwide. Our innovative commercial enterprises help maximise our impact.

Just a sample of the things we're doing to have the greatest impact on global health:

- We are identifying better and safer treatments for our biggest killers like stroke, heart disease and high blood pressure.
- In many countries, our award winning FoodSwitch smartphone app is helping people make healthy food choices when shopping.
- We've shown that simple text messaging can help prevent heart attack and stroke. Now, we're working with Google to roll this out globally to prevent chronic diseases affecting millions of people.
- In rural India, we've shown that mobile technology can help diagnose mental health, as well as help treat cardiovascular disease, and we're looking at similar approaches to treating chronic diseases in Indonesia and China.
- Together with Aboriginal communities in NSW, Australia, we've developed an innovative community led program to assist young Aboriginal drivers attain their license, now implemented in a dozen of locations.
- We're developing an affordable dialysis machine, with potential to save millions of lives each year and transform the way kidney disease is treated globally.
- And much more.

Context of the Role:

This role is based at The George Institute's main office in Newtown, Sydney.

The Role

The Receptionist has overall accountability for providing general reception and office administration support to George Institute staff. This is a highly customer service-oriented position, with a combination of reception duties, administration and office management responsibilities, including answering and directing general telephone inquiries, mail, distributing faxes, building maintenance, stationary and assisting of regular seminar meetings.



Reporting Relationships

This position reports to the Office Administration Manager and works within the Administration team.

Duties and Key Responsibilities

Reception

- Responsible for handling all incoming calls, taking incoming messages and dealing with some telephone inquiries
- Receiving visitors to the organisation, making sure they sign in and directing them accordingly
- Booking and maintaining meeting/training rooms
- Booking taxis for visitors and staff
- Booking and attending to courier deliveries and pick-up
- Responsible for maintaining a neat, organized and presentable reception area

Administration

- Managing all aspects of mail including collecting, sorting and stamping incoming mail; franking and posting outgoing mail
- Collecting and distributing faxes from fax machines
- Maintain and coordinate archiving process, storage and documentation, including liaison with off-site document storage facility
- Attending to building maintenance issues, specifically coordinating response to repairs
- Day-to-day maintenance of office equipment (phones, photocopiers, printers, toners etc.)
- Ordering and maintaining stationery stock, as well as sourcing competitive prices
- Ensure that stationery area and kitchen area (in liaison with Kitchen Attendant) are clean and tidy
- Maintain kitchen supplies and arrange maintenance and repairs of kitchen appliances
- Coordination of monthly social events
- Maintain and monitor all other relevant logbooks and documentation: access card, couriers, express post, policies and procedures etc.
- Managing access/ID cards eg. activating/deactivating for after-hours access, etc.
- Coordinating, requirements for functions, including sourcing and booking venues, invitations, catering, audio visual equipment, video conferencing, presentations
- Liaise with the Kitchen Attendant and his/her supervisor as required
- Maintain and update databases & Admin SharePoint page
- Word processing and data entry activities
- Update staff birthday list and advise relevant staff members as well as organising cakes, gift vouchers and cards for farewells and other special occasions as required
- Some finance duties, including raising of purchase orders, making some credit card purchases, and reconciling credit card statements monthly
- Assist the Office Administration Manager with adhoc administrative and office management tasks as and when required



- Assist in the organisation of relevant TGI's event, including catering arrangements and other pertinent responsibilities

As a Team Member:

- Participate in special projects to improve processes, tools, systems and organisation;
- Take responsibility for personal learning and development and for setting achievable and meaningful work objectives and managing personal targets, meeting obligations of The Institute's Performance Management and Development Policy;
- Demonstrate commitment to The Institute's organisational values, including performing to an exceptionally high ethical standard and focus on integrity, collaboration and teamwork in all efforts.

Work, Health and Safety

- Comply with Work Health and Safety legislation and operate in accordance with established Occupational Health and Safety practice and procedures at the Institute;
- Promote and contribute to a safe, secure environment for staff and visitors.

Skills, Knowledge and Experience

- Certificate in office administration and/or sound experience managing a busy reception area
- Experience and/or ability to work in a highly professional environment
- Experience in a customer service environment
- Proficient in the use of the Microsoft Office suite of products, including Word, Excel, PowerPoint and Outlook
- Ability to learn new software applications quickly
- Ability to communicate well to and work well with all levels of employees and management
- Good time management and organisation skills
- Strong written and verbal communication skills
- Strong focus on attention to detail and quality of work