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| **Position Title:** | Administrative Assistant / Receptionist |
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| **Reports to:** | People and Culture Business Partners |
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| **Supervising:** | N/A |
|  |  |
| **Liaises with:** | All staff, clients, residents, external agencies. |
|  |  |
| **Location:** | Head Office  136 Mt Alexander Road  Flemington 3031 |
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| **Classification:** | Wintringham EBA |
|  |  |
| **Hours:** | Full Time / Part Time / Contract / Casual |

**About Wintringham**

Wintringham provides affordable and high quality housing, support, aged care and NDIS services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

**Position Summary**

The objectives of the position are to:

* Act as a receptionist to Wintringham Head Office and answer all incoming calls and greet all visitors in a friendly and helpful manner
* Provide secretarial and administrative support to the People and Culture Team.

**Responsibilities/Duties**

* Act as a receptionist to Wintringham Head Office which involves liaison with government department officials, external agencies, enquiries from the general public, management and staff from our residential and housing sites and some contact with residents
* Coordinate daily correspondence via mail and fax
* Registering of relevant incoming and outgoing correspondence on a spreadsheet for circulation to the Executives
* Maintain stationery supplies and purchase stationery for Head Office on a monthly basis
* Order Wintringham printed stationery for the organisation
* Collation, photocopying and distribution of documentation
* Provide secretarial and data entry support to various departments on an as-needs basis as requested by the Business Partners
* Preparation and completion of mail-outs on as-needs basis
* Coordinate bookings for the Board Room and car pool
* Formatting and layout of documentation as required
* Coordinate courier services
* Maintain and update telephone and facsimile memories, and internal telephone and facsimile listings
* General Head Office duties, such as setting up meeting rooms as required, maintaining general Head Office supplies, etc.
* Distribute publicity material
* Collate and disseminate Wintringham Information packs
* Ensure confidentiality is maintained at all times.
* Be aware of relevant legislative standards and guidelines.
* Pursue ongoing development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities
* Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham’s quality systems
* Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
* Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise.

## Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

* Take reasonable care to ensure your own safety
* Do not place others at risk by any act or omission
* Follow safe work practices and procedures
* Use and care for equipment as instructed
* Do not wilfully and recklessly interfere with safety equipment
* Report hazards and injuries
* Cooperate with the employer to meet OHS obligation under OHS Act 2004.

**Key Selection Criteria**

**Skills/Experience:**

**Essential**

* Polite and efficient telephone manner.

**Desirable**

* Friendly, helpful, non-judgmental attitude
* Ability to liaise with all levels of management, staff and clients/residents
* Ability to work as a team player
* Excellent time management
* Experience in providing general secretarial/clerical support.

**Desirable**

* Experience with Microsoft applications.

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

**Wintringham is an equal opportunity employer.**

**I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.**

## EMPLOYEE’S NAME \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SIGNED\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**DATE\_**\_\_\_\_**\_\_\_\_\_\_\_\_\_\_\_\_