

Position Description

Role/Department: Administration Officer/ Receptionist

Role reports to: headspace Centre Manager

Classification/Level: 3 (SCHADS) (SACS Level 2)

Location: Ashfield

Our Vision and Organisation's Purpose

Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.

Position Summary and Purpose

Act as the first point of contact for all visitors and clients of headspace Ashfield Centre. Provide professional level of customer service. Provide administrative and operational support. Database maintenance and reporting.

Reporting lines and stakeholder relationships

Internal - Reports to the Centre Manager **headspace**. Work positively with all New Horizons staff.

External - Liaises with **headspace** Ashfield consortium member's and staff, young people and their families and friends, GP's, Psychiatrists, Allied Health professionals, government agencies, schools, youth services and other relevant stakeholders.

Key Result Areas

1-5

Customer Service - Provide a professional level of customer service by welcoming customers and visitors, carry out phone duties and respond to all enquiries within appropriate timeframes.

Administration - Provide administrative and secretarial support. Carry out filing, archiving, ordering stationery, catering requirements and preparation of agenda and minutes. Manage the client appointment scheduling, billing and receipting services. Coordinate room bookings. Assist in the coordination and maintenance of building and equipment. Manage petty cash and other administrative duties.

Communication - Contribute to effective communication processes, both written and verbal, that facilitate information flow throughout the organisation.

Relationship building - Develop strong working relationships with key stakeholder groups internally and externally.

Reporting - Document clear and concise records and maintain security/integrity of filing system. Provide statistics and reports as requested. Client database maintenance.

WHS & Risk – To help ensure the health, safety and welfare of self and others working in the business. Demonstrate and promote safe and healthy work practices at all times.

Key Competencies

- Professional phone manner;
- Strong written and verbal communication skills;
- Highly developed customer service orientation;
- High level of accuracy and attention to detail;
- Strong relationship building skills;
- Ability to multi-task, manage competing priorities and meet agreed timeframes and quality;
- Professional presentation;
- Ability to maintain confidentiality

Skills/Knowledge/Experience – Essential & Desirable

- Minimum 3 years demonstrated reception/administrative experience
- Intermediate proficiency in Microsoft office packages
- Demonstrated interest in community/social outcomes and willingness to support young people in need
- Police Check/Criminal History Check
- Cert 111 in Administration- desirable