

Position Description

Title	Receptionist
Business Unit	Operations Management
Location	Sale Gippsland office
Employment type	Multiple posts: Part time and casual
Reports to	

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This role involves key front desk operations including reception and switchboard, banking duties, arranging office supplies, administration duties and direct contact with the public and Uniting employees.

2. Scope

Budget:

nil

People:

nil

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3. Relationships

Internal

- Employees, volunteers, managers

External

- Consumers / Clients
 - Community Service Providers as required
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4. Key responsibility areas

Service delivery

- Liaise and collaborate with staff, co-locators, suppliers and the general public to achieve organisational objectives.
- Perform intake and first point of call duties, as required.
- General administrative duties to facilitate the smooth running of the office.
- Operation of switchboard.
- Organising building and office resources, including vehicle booking system.
- Processing and distributing communication material, i.e. phone messages, mail and e-mail.
- Ensure all administrative and reporting requirements of the program are completed and submitted to the relevant organisations within the appropriate timeframe.
- Use principles of best practice to provide an innovative and responsive service.

Administration and finance

- Receiving, receipting, and banking of monies, including reconciliation of daily takings.
- Aim for appropriate use and sustainability for all finance and other agency resources and assets.

Quality and risk

- Promote a culture of effective legislative compliance across the organization.
- Comply with relevant legislative requirements and Uniting policies and procedures.
- Report any incident or occurrence that may be in breach of Uniting's policies and procedures, to line manager or manager.
- Assist to maintain Covid safety practices are followed and adhered to.

People and teams

- Provide support, guidance, coaching to new team members during their induction and orientation process.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
 - Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management.
 - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to the position.
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5. Person specification

Qualifications

- National police check and Working with Children Check.
- Victorian Driver's License.

Experience

- Experience in Customer Service.
- Demonstrated ability to learn and undertake routine office procedures and practices.
- Demonstrated ability to participate in a multi-skilling learning environment and a self-managing team.
- Demonstrated ability to develop creative solutions to issues that arise within the community or workplace using community development principles.
- Demonstrated ability to relate positively to a large range of people from diverse backgrounds, particularly people with disabilities.
- Demonstrated ability to use computers efficiently including Word and Outlook.

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.
 - Experience in reception and administration duties.
 - Experience with cash handling procedures.
 - Local service knowledge or ability to source information.
 - Excellent communication skills
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: