

Position Description

Title	Receptionist / Office Coordinator
Business Unit	Housing & Property
Location	Level 4, 130 Lonsdale Street, Melbourne
Employment type	Full time, Ongoing
Reports to	Manager, Real Estate and Advisory Services

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

The Receptionist and Office Coordinator is responsible for providing professional and efficient administration support and customer services through ensuring quality and reliable systems and procedures are in place to support those working from the office. This position will act as the first point of contact providing full reception for visitors to the office, providing a positive, professional, and welcoming environment that fosters a culture of community and connection.

This role works under the support and direction of the Manager of Real Estate and Advisory Services to ensure the office is operating effectively through the efficient coordination of administration, business operations and day to day maintenance of a safe, efficient, and well-functioning work environment.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Uniting staff and volunteers

Position Description

Receptionist / Office Coordinator

- 130 Lonsdale Street Office Committee
- Reception staff and assistants from across Uniting
- Senior Management Group and Board of Directors

External

- Charter Hall – security team and concierge
- Level 3 Tenants
- Visitors to the site (typically stakeholders)
- Members of Synod Vic & Tas and Uniting sister agencies

4. Key responsibility areas

Service Delivery - Reception

- Ensure the reception area is welcoming and is always maintained in a well organised manner.
- Provide prompt, appropriate, and professional responses to internal enquiries in person for the 130 Lonsdale Street office.
- Always provide high level customer service, resolving issues promptly and effectively.
- Manage incoming and outgoing correspondence and couriers for the site as needed.
- Provide high level customer service to corporate phone and central email enquiries.

Office Coordination

- Involvement in Office Committee and Uniting Reception Community of Practice meetings.
- Support office service and facilities management including onsite new ways of working, desk booking system, and compliance with fire, first aid, emergency protocols, and WHS requirements.
- Support effective delivery of office activities and events.
- Coordinate provision of and maintain registry of staff security cards in liaison with building management.
- Contribute to and assist with regular office communications via a monthly newsletter.
- Maintain site information including key contacts, contractors, cost codes, key register, and security passes.
- Coordination of meeting room and carpark resources including calendar management, general upkeep, and troubleshooting.
- Coordinate office schedule for reception coverage, fire wardens, first aid staff, kitchen duty and escalations.
- Liaise with internal and external stakeholders to ensure effective operation of office services including ICT for printers and meeting room technology; building services for security; and facilities services for maintenance.
- Coordinate schedule of office cleaners and conduct monthly inspection with contract manager.
- Maintain policies and procedures to ensure consistent, equitable use of the office resources and a safe workplace for all.

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.
- 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).

Position Description

Receptionst / Office Coordinator

- 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 position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another Organisation

5. Person specification

Qualifications

- Relevant tertiary qualification in a business administration related discipline and / or experience in an administration role
- Cert II, III or IV in Business Administration (preferred)

Experience

- Relevant experience in providing a broad range of administration and office support.
- Proven experience in coordinating office activities on a day-to-day basis as well as focus on delivering high level customer service.
- Relevant experience in providing a broad range of administration and office support.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Customer service focus:** committed to delivering high level customer service
- **Interpersonal skills:** well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- **Organisational skills:** well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines in a fast paced and dynamic environment
- **Problem solving:** ability to identify and resolve problems and make appropriate recommendations
- **Computer skills:** demonstrated knowledge and competency in Microsoft Office 365 programs including Word, Excel, Outlook and SharePoint

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.

Position Description Receptionst / Office Coordinator

7. Acknowledgement

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

Employee

Name:

Signature:

Date: