

POSITION TITLE:	Reception & Administration Officer
FTE:	16.5 Hours Per Week plus ability to provide relief for staff leave as required
CLASSIFICATION:	Band 4.1
DIVISION:	Corporate Business
PROGRAM:	Property & Administration
LOCATION:	<p>Hybrid, in accordance with the Windermere Ways of Working with your primary location being the South Eastern Melbourne region, including outreach to support consumers (if applicable to your position).</p> <p>Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.</p>
TENURE:	Ongoing
DATE:	Month YYYY

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
Reception	<ul style="list-style-type: none"> • Provide a professional, empathic reception service All staff, contractors, volunteers, consumers and visitors are greeted in a professional empathetic manner. • Prompt attendance to visitors/consumers and notification of their arrival to relevant staff where required (including follow up if staff are delayed in coming to greet the visitor/consumer). • Answer, screen and direct telephone calls to appropriate staff or intake function Take and distribute messages promptly and accurately, exercising discretion in passing urgent messages. • Notify staff of any consumer appointment cancellations. • Protect consumer confidentiality and privacy • Check cleanliness, appearance and keep reception and waiting areas tidy, making sure to clean/disinfect room and toys. 	<ul style="list-style-type: none"> • High reception service satisfaction is expressed by visitors, staff, contractors and volunteers Visitors are assisted to sign in, directed to the waiting area and staff notified as required. • Visitors in the waiting room are regularly monitored to ensure that the risk of behaviour escalation is minimised. • All calls are handled in a polite, discreet manner, recognizing the need for privacy and confidentiality. • Calls are answered promptly and transferred to the relevant staff member/intake function according to caller’s expressed needs. • Demonstrated promptness and reliability Consumer Information is handled in accordance with Windermere’s privacy principles at all times. • Waiting areas are maintained in a clean, tidy state throughout the day • Toys are cleaned as per the schedule
Administration	<ul style="list-style-type: none"> • Ensure awareness of and competence in the start-up and end of day procedures Attend to word processing, enter data, produce, edit and maintain Excel spreadsheets, tables, flowcharts, graphs, etc as required • Oversee incoming and outgoing mail Distribution of inward mail Maintain and order postage and mail supplies, check weights, stamp & post outgoing mail • Help in providing training & overseeing casual and relief Admin/Reception staff as required. • Maintain current procedures covering all facets of the role. This includes separate key start of day “start-up” and end of day “close down” procedures 	<ul style="list-style-type: none"> • All start of day and end of day functions are completed accurately and promptly each shift • All administrative tasks are performed accurately and professionally • Distribution of inward mail is distributed promptly, accurately and confidentially • Supplies of postage and mail supplies are maintained at the optimum level set for reception. • Outgoing mail is correctly stamped according to size and weight • Provide direction/guidance where appropriate • Demonstrated ability to maintain concise, accurate and current procedures

	<ul style="list-style-type: none"> • Order and supply equipment required for new starters as part of work from home arrangements. Work with IT to arrange maintenance of equipment (voicemail, photocopiers etc.) where required • Assist in maintaining Windermere's Document Management and Archive Database processes. • Distribute Petty Cash reimbursements and reconcile float. • Regularly order stationery, kitchen and bathroom supplies (including stock-take and storage of supplies) and replenish kitchen/bathroom supplies (other than those attended to by site cleaners) as required. • Read and refer to the Reception Manual for all start-of-day, day-to-day and close down procedures. 	<ul style="list-style-type: none"> • Maintain accurate stock levels of new starter equipment, ready to provide on commencement. • Ensure Archive Database is kept up to date and that staff requests for retrieval of documents are met in a timely manner. • Accuracy with reconciliation and internal cash handling controls within float and reimbursement limit • Ensuring adequacy of provisions and order as per Reception roster • Accurate, thorough, prompt, proactive and professional standard of administration tasks • All functions undertaken in accordance with documented reception procedure
Consumer Payment Processing	<ul style="list-style-type: none"> • Processing of any consumer payments • Ensure all EFTPOS and payment reconciliation procedures are undertaken in accordance with internal procedures 	<ul style="list-style-type: none"> • Consumer payments are processed sensitively, accurately and efficiently with a strong focus on customer service. • Accurate and timely reconciliations undertaken in line with internal procedure
Emergency Management	<ul style="list-style-type: none"> • Act as Communications contact point for Emergency, Duress and Security and assist as required in the event of an evacuation, etc • Act as designated first aider for site • Complete regular testing of emergency duress systems as required for site. 	<ul style="list-style-type: none"> • Prompt and effective response in the event of any emergency situation • Regular testing of the duress system undertaken as documented in reception procedures.
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise

	<p>activities of the organisation, and will implement CQI strategies into their work practices.</p> <ul style="list-style-type: none"> • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<p>current risk management tools and procedures available.</p> <ul style="list-style-type: none"> • Protect the rights, safety and wellbeing of children and provide a child safe environment.
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The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

This position description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. CAPABILITY FRAMEWORK MAPPING

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere’s values and are essential for the delivery of Windermere’s Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person’s capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities
- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles • workforce planning by identifying current and future workforce capability needs and gaps

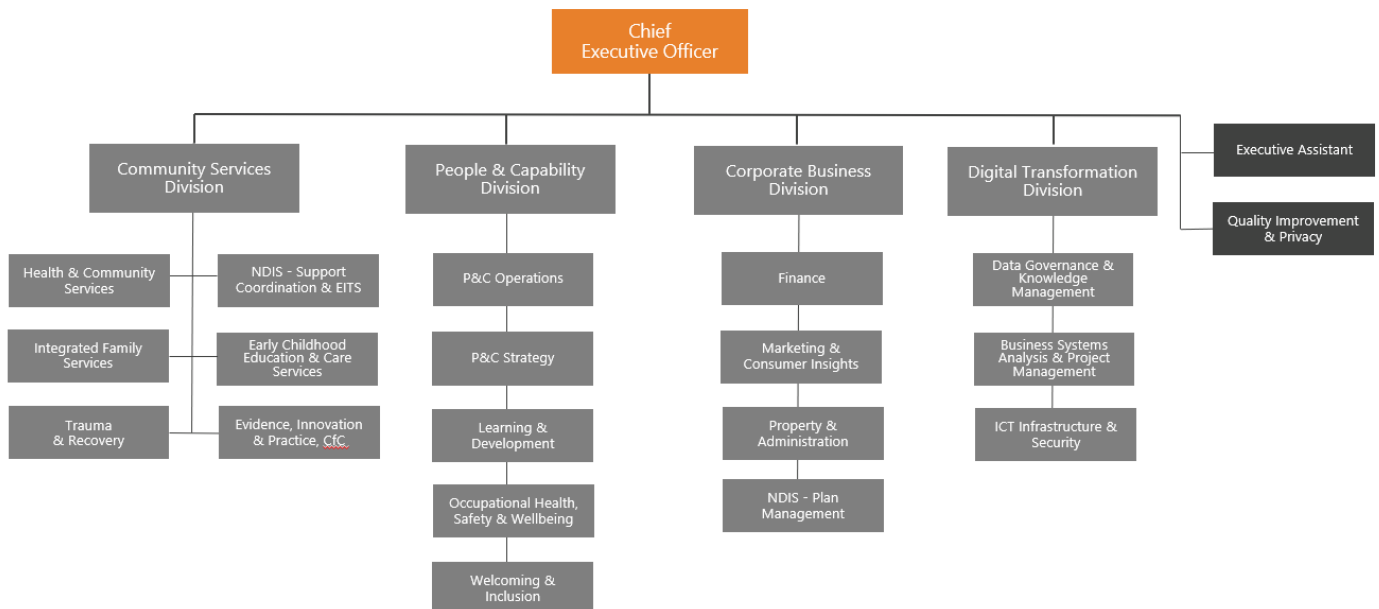
This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate

2	Adaptability	Foundation
3	Collaboration	Foundation
4	Innovation & Continuous Improvement	Foundation
5	Vision & Strategic Drive	Foundation
6	Leadership	Foundation

5. ORGANISATIONAL RELATIONSHIPS

Organisational Structure



LINE MANAGER: Team Leader, Property & Administration

SUPERVISES: Nil

INTERNAL RELATIONSHIPS: All Windermere staff and contractors

EXTERNAL RELATIONSHIPS: Consumers, visitors and stakeholders

6. KEY SELECTION CRITERIA

- Demonstrated experience in a busy reception/administration or similar role is essential. Previous experience working in the social and community services sector would be an advantage
- Exceptional interpersonal, written and verbal communication skills
- Highly developed word processing skills with sound knowledge of Microsoft Office suite
- Ability to appropriately respond to people with pressing needs in a caring and non-judgmental manner, whilst being able to effectively and empathetically redirect potential urgent calls or visitors to a relevant worker.
- Sound judgement and decision making with demonstrated ability to creatively problem solve and master new administrative challenges
- Self-motivated and experienced in working both autonomously and cooperatively in an effective self-managed team

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- Strong time management and ability to prioritise tasks whilst ensuring attention to detail and accuracy in detailed work
 - Ability to maintain strict confidentiality
 - Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
 - Current Victorian Drivers' Licence.
 - A current accredited First Aid, CPR, Asthma and Anaphylaxis Management certificate.
 - Willingness to undertake relevant pre-employment screening and checks - including NDIS worker screening check, Police Check, Pre-Employment Medical and Working with Children's check
 - Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

7. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____