

BLACKHEATH AREA NEIGHBOURHOOD CENTRE INC.

POSITION DESCRIPTION

Position	Receptionist / Administrator
Office location	41 Gardiner Crescent, Blackheath NSW 2785
Accountability and Reporting	This position reports to Operations Manager
Directly supervises	Nil
Internal liaisons	Services Manager, Neighborhood Centre Coordinator, Neighborhood Centre staff, BANC Volunteers, BOOSH Coordinator, BANC Access Coordinator, BANC Members, BANC Access staff, BOOSH staff
External liaisons	BANC service users, contractors, suppliers, government agencies
Conditions of employment	SCHADS Award Level 4
Hours of employment	35 hours per week (job share may be considered)
Status of position / Position duration	Permanent, part-time (subject to funding). Occasional out of core hours work is required.
Organisation context	Blackheath Area Neighbourhood Centre (BANC) is a multipurpose not-for-profit community-based organisation servicing the Upper Blue Mountains. Services include out of school hours care, NDIS services, and Neighbourhood Centre. BANC values are Inclusive, Fair, Professional, Committed, Responsive, Innovative. BANC is the heart of creative, inclusive services that support the sustained well-being and resilience of its community.
Position objectives	<p>As the first point of contact for BANC service users, the Receptionist / Administrator must live and breathe BANC's values, delivering a professional service, and treating all service users with empathy and respect.</p> <p>The Receptionist / Administrator will also contribute to the overall operational efficiency of the organisation by providing centralised operational support under the guidance of the Operations Manager, as well as delivering cross-department administrative support, as and when required.</p>

<p>Personal Qualities</p>	<p>Given the rich diversity of our service users it is essential that the Receptionist / Administrator can demonstrate the following qualities:</p> <ul style="list-style-type: none"> - Highly developed emotional intelligence with exceptional communication skills. - Warm and inviting disposition, with the ability to be direct and assertive when required. - Enthusiastic participator with a willingness to engage with a dynamic team of people. - Confident and positive with a good sense of humour. - Innate awareness / ability to communicate with a diverse range of people, including those with cognitive, social, neurological, psychological differences. - Resilient and mature with an ability to manage emergencies and crises with calm resolve. - Ability to manage stress, identify personal limits, and speak up when support is needed. - Highly organised multitasker, with strong initiative and willingness to take ownership. - Fast learner with a real desire and enthusiasm to learn.
<p>Skills/Experience</p>	<p>This role wears many hats and as such we are seeking someone who has the following skills/experience:</p> <p>Essential:</p> <ul style="list-style-type: none"> - Advanced administrative and computer skills - Proficient in Microsoft Office applications - More than 3 years-experience in customer facing roles <p>Desirable:</p> <ul style="list-style-type: none"> - Experience working in the Community and/or Disability sector, either paid, volunteered, or lived. - Experience using database systems - Any experience working in finance, HR, communications, or facilities management roles
<p>Key Responsibilities</p>	<p>Reception:</p> <p>Based at the Neighbourhood Centre, the Receptionist / Administrator will be responsible for all front of house reception duties including:</p> <ul style="list-style-type: none"> - Answering incoming calls and face to face enquiries. - Transferring calls or taking messages. - Screening enquiries and diverting to other services when necessary.

	<ul style="list-style-type: none"> - Managing client appointments / bookings. - Confirming appointments / bookings. - Taking payments over the phone and in person. - Maintaining a tidy, comfortable and safe environment. - Providing support to BANC staff and service users with transcribing information, printing, photocopying, etc. <p>Administrative Support:</p> <p>The Receptionist / Administrator, will provide centralised administrative support to the entire organisation and will:</p> <ul style="list-style-type: none"> - Assist in administrative functions for meetings. - Maintain accurate financial records for payments, petty cash and other expenditure relating to this function. - Ensure office consumables and other supplies are stocked, ordered and maintained. - Manage and sort incoming and outgoing mail. - Manage organisation-wide shared calendars. - Provide cross-department administrative support, as and when required. - Provide administrative support during audits and for tender and grants applications. - Lead coordination efforts for BANC events. - Maintain membership database. - Maintain CRM database. - Assist with coordinating, distributing and creating BANC communications content and collateral. <p>Operational Support:</p> <p>With support and guidance from the Operations Manager, the Receptionist / Administrator will:</p> <ul style="list-style-type: none"> - Assist with preparing for and on-boarding new staff. - Maintain, establish and/or improve standardised organisational administrative processes. - Assist BANC team members with troubleshooting issues with phones, technology and software, prior to triaging them for external IT helpdesk support. - Maintain asset and facilities management service, maintenance and support registers, and support the Operations Manager with managing these works.
Judgement and decision making	This position requires the ability to make decisions and solve problems based on BANC Policy and Procedures and delegations provided by the Operations Manager.

Duties and responsibilities	<p>BANC duties</p> <ul style="list-style-type: none"> - Comply with all BANC policies and procedures - Act according to the BANC Code of Conduct - Comply with BANC’s Work Health and Safety Policy - Promote a positive image of BANC to members of the public - Promote the service where possible, including on social media platforms - Contribute to the team environment at BANC and its overall aims - Actively participate in staff meetings, service planning, supervision and performance appraisals as directed - Read and respond to relevant minutes and memorandums
Specialist skills and knowledge	<p>Excellent organisational and communication skills IT skills, including knowledge of Microsoft Office</p>
Interpersonal skills	<p>Good written and verbal communication skills Time management of competing priorities Understanding of confidentiality and discretion</p>
Key selection criteria	<p>Excellent organisational and communication skills IT skills, including knowledge of Microsoft Office Current Criminal Record Check Up-to-date COVID-19 and influenza vaccination certificate</p>
Date of review	<p>October 2022</p>