thenorthern centre
the new ryde family services
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Position Description: Administration and Reception Coordinator

Position	Administration Coordinator
Award	Social, Community, Home Care and Disability Services Industry Award (SCHADS)
Classification	Social & Community Services Employee - Level 4
Responsible for	Being the first point of contact for all phone calls and people presenting to the service and for the provision of seamless day to day administration operations.
Reports to	Executive Officer
Reports	No Direct Reports
Key Internal Relationships	Executive Officer Program Managers (Homelessness and Family Support Services) Family Support Workers and Case Workers Other community services, stakeholders and Community
Base Location	West Ryde
Key Results Area	1. The provision of excellent customer services to our client/service visitor base (measured by our Customer/Staff satisfaction and feedback) 2. Manage the day to day housekeeping of the office and assist staff members if they require help. 3. Supporting the Executive Officer with general duties 4. Achieving task deadlines and timeframes. 5. Accuracy of data entry, filing and information management 6. Following, utilising and promotion of organisational policies, procedures and Work Health & Safety requirements

The Northern Centre (TNC) is a public benevolent institution, an incorporated entity, and is a registered charity. It is governed by the TNC Constitution through an elected voluntary Board and its operations are managed by an Executive Officer. The organisation provides a range of placed based services to the communities in Northern Sydney, specifically in the area of family support, domestic violence, support for children and young people and homelessness early intervention.

Administration is the first point of contact for the public, clients and other services to all programs and services operated by TNC. The administration area of the organisation welcomes people as they attend the service either in person, over the phone, or via other channels ie: online enquiries. This person will also ensure the day to day maintenance of the office by completing tasks such as, but not limited to, assisting staff members, general housekeeping, office management and adhoc administration duties.

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KEY RESULTS AREAS

1. RECEPTION DUTIES

- Take counter and phone enquiries in a professional and courteous manner.
- Greet clients and visitors to the office.
- Manage client lists for various activities and programs.
- Scheduling clients into appointments for programs as required.
- Setting up rooms and catering for meetings and programs.

2. OFFICE ADMINISTRATION

- Collecting, coding and supporting the financial management processes with our Accounting supplier including but not limited to the checking and collation of fortnightly timesheets and the collecting and coding of incoming invoices.
- Preparing documentation as required including correspondence, reports, meeting minutes, data reports, spread sheets and memos.
- Providing administrative support to management.
- Record and maintain information into the client data base system.
- Produce public relations materials, including flyers and newsletters.
- Manage website and social media.
- Developing and implementing new administrative systems, such as record management.
- Managing filing systems.
- Collect, open, record, sort and distribute incoming mail. Responsible for posting of outgoing mail.
- Maintain mailing lists/databases.
- Attend team meetings and provide secretarial support.
- Maintain Petty Cash system and assistance with banking.
- Managing the office environment including the auditing, ordering and replenishing office supplies and amenities, and managing stock and office equipment.
- Maintaining the condition of the office and arranging for necessary repairs, manage the relationships of external contractors.
- Assist with organising special functions e.g. Annual General Meeting, Board Meetings etc..
- Maintain records and usage of the service vehicle.
- Manage the organisations diary and room booking systems across multiple sites.
- Maintain records and usage of the organisations equipment ie: laptops and projectors
- Maintain the organisations monthly registers including the duress alarms, WHS, Incident Reporting and Motor Vehicle register.
- Undertake any other duties as required by the Executive Officer.
- General administration tasks as directed by the Executive Officer.
- Assisting staff with adhoc tasks.
- General housekeeping of the office

3. WORKPLACE HEALTH AND SAFETY

- Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and TNC Policy and Procedures.
- Intervene wherever unsafe work practices are observed and report WHS promptly.

- Ensure accident / injury reports are completed in the event of a workplace accident.
- Ensure hazard report forms are completed and forwarded to the WHS Officer for action.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.
- Assume the role of Fire Warden and WHS Committee Chair for the organisation.

4. PROFESSIONAL RESPONSIBILITIES

- Display a commitment and adherence to the TNC Code of Conduct and models these behaviours to clients, the public and within the culture of the team.
- Display a commitment to own professional development, and participates in supervision, staff development and learning opportunities and meetings as required.
- Demonstrate a commitment to the client group particularly in ensuring the care and protection of children and young people and act in accordance to legislative requirements of a mandatory reporter.
- Uphold the reputation of TNC at all times by modelling professionalism consistent with organisation values and vision.
- Acts with non-judgmental, sensitivity and understanding towards others, and acknowledge and respect differences in personal beliefs and values.
- Use discretion when communicating with clients upholding the confidentiality and privacy policy.
- Follow the TNC policies and procedures.
- Communicate clearly and professionally with clients, staff and volunteers.

POSITION REQUIREMENTS

- Relevant qualifications in Office Administration, Community Welfare, and/or Human Services or demonstrated experience commensurate with the role.
- Intermediate/Advanced skills in the use Microsoft Office applications (Outlook, Word, Excel, Access, Publisher, Power Point).
- Experience or aptitude in maintaining and updating websites and social media.
- Excellent customer service skills.
- Demonstrated ability to exercise empathy, discretion and sensitivity when communicating with clients.
- Demonstrated understanding of a range of issues facing vulnerable families, youth and individuals including but not limited to domestic violence, homelessness, mental health, family breakdown, drugs and alcohol and parenting stress.
- Excellent IT skills including the ability to trouble shoot general issues.
- Excellent written and verbal communication skills.
- Sound organisational and time management skills.
- High level of organisational and coordination skills.
- Strong interpersonal and team work skills.
- Ability to prioritise and be hand on in all aspect of workload.
- Previous experience working in professional client service or similar role.
- Understanding of WHS.
- Current driver's license.

DESIRABLE

- More advanced skills and/or experience in developing or managing websites and social

media.

- Experience using other software programs such as Photoshop or similar.
- Experience in graphic design, publications and/or marketing.