

JOB DESCRIPTION

Job Title	Business Support Officer/Receptionist
Department	Administration
Responsible to	Business Support Manager

Overall Purpose and Aim of Role: To provide professional, comprehensive and flexible administrative service to support the effective delivery of Key Assets work in South Australia.

Core Tasks (Personal Responsibility and Communication)

- To respond to telephone calls, to direct these to staff as appropriate, to take and pass on messages. To always present a professional and helpful image to enquiries.
- To be responsible for reception of personal callers, deliveries, etc. To ensure that reception is always covered.
- To undertake general secretarial and administrative tasks, including:
 - scanning, naming and storing documents
 - printing, photocopying, collating documents
 - preparing documents for post
 - issuing staff ID cards
 - ensuring documents are produced accurately and in the correct format.
- Collection, recording and distribution of incoming mail. Preparation and posting of outgoing mail including parcels, packages, registered and express post.
- In conjunction with Business Support Manager enter details of supplier invoices and staff expenses into MYOB and produce summary reports for payment to the Finance team.
- Invoicing to DCP for expenses for Carer/YP.
- Under supervision, to ensure an adequate supply of office materials and consumables to enable the effective delivery of Key Assets work. This will include shopping for goods and supplies.
- Start and follow up to completion in alerting Staff/Carers/YP to renew their Working with Children Check. Updating the DHS compliance register in respect of Staff/Carers/YP Working with Children Check and forwarding update Working with Children Check to relevant departments.
- Start and follow up to completion in alerting Staff/Carers/YP to renew their First Aid and Child Safe Environment Training. Updating the DHS compliance register in respect of Staff/Carers/YP First Aid and Child Safe Environment Training.
- To undertake the administration of the staff and carer training program including:
 - Organising and setting up rooms or venues
 - Liaising with presenters re their AV and other requirements
 - Organising catering
 - Issuing invitations to attend and subsequent reminders
 - Preparing the attendance list in advance of the training
 - Recording attendance of carers on the Pengower calendar
 - Issuing certificates of attendance

- Updating data base/MYOB re Carer details of address etc.
- In conjunction with the Business Support Manager, ensure that the building is maintained to an adequate standard and complies with health and safety legislation and ensure its contents are always secure.
- Attend meetings as directed and take minutes as required.
- Undertaking a range of other administrative and secretarial tasks as required to support the work of Key Assets.

Common Responsibilities and Behaviours

- Attend and participate in team meetings, briefings, support meetings, training courses, and supervision sessions, punctually and well prepared, as appropriate and when required.
- Work to deadlines and respond in a flexible way to the changing demands of Key Assets work.
- Maintain strict confidentiality in relation to the work undertaken.
- To be aware of equal opportunities issues and to work positively towards discriminatory and anti - racist practice.
- To ensure compliance with agency and departmental child protection procedures.
- To support and maintain good relationships with other Key Assets colleagues nationally and internationally.
- Respond sensitively and professionally to the children, young people and families who work with Key Assets.
- Keep the Business Support Manager informed of work in progress and inform the Director or Assistant Director, or Social Work Manager immediately of any child protection matters.

Additional Duties

- The post holder will be expected to demonstrate the Key Assets' values and pledges.
- The post holder will be expected to undertake any training and development deemed necessary for the pursuance of the post.
- The post holder will be expected to reach a minimum basic standard of IT competence to be able to use Company electronic systems effectively
- The post holder will be expected to ensure compliance with Equal Opportunities Policy and Procedure in all employment practices.
- The post holder will be expected to work in a manner which is inclusive of all employees and stakeholders, which includes Aboriginal and Torres Strait Islander's, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds
- The post holder will be expected to comply with the no smoking policy in place and ensure that Health and Safety is observed in the course of employment

- Ensuring compliance with safeguarding procedures, throughout all work within the Company, keeping Senior Management informed of work in progress and inform Senior Management immediately of any child protection matter or serious complaint.

It is the nature of work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description and must be undertaken.

Candidate Verification/Acceptance of Position Description

I, have read, understood and accept all terms of my employment with Key Assets as set out in the above Position Description.

I also understand that by accepting this offer via text verification constitutes as a legal signature confirming that I acknowledge and accept all terms and conditions provided in this document and all other documents attached.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	

PERSON SPECIFICATION
Business Support Officer/Receptionist

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	Essential/ Desirable	Shortlisted Criteria	A	I	T	D
Education/ Qualifications						
• Education to a Year 12 standard	Desirable	✓	✓			
• Qualifications and/or demonstrated experience in office administration	Desirable		✓			
Experience/ Training						
• One year of office experience	Essential		✓			
• Experience of Word, Excel, Outlook and Internet	Essential	✓	✓	✓		
Personal Qualities						
• Ability to communicate effectively with people	Essential		✓	✓		
• Ability to organise internal and external meetings	Essential		✓	✓		
• Ability to work as part of a team	Essential		✓	✓		
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		
• Ability to deal effectively with competing demands	Essential		✓	✓		
Miscellaneous						
• A commitment to Equal Opportunities in all work practices	Essential		✓	✓		
• An appreciation and commitment to Health and Safety issues in the workplace	Essential			✓		
• Must possess a full clean open driving licence	Essential	✓	✓			✓
• Very high standard of personal appearance and presentation	Essential			✓		
• Willingness to undertake a Criminal Records check	Essential			✓		
• Be prepared to seek advice where necessary	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.