



THE JUNCTION NEIGHBOURHOOD CENTRE INC (JNC) JOB DESCRIPTION

RECEPTIONIST & ADMINISTRATION OFFICER

Job title	Receptionist and Administration Officer
Program	JNC Operations
Date	14/02/2018
Reporting and requirements	Reports to: Executive Assistant Direct Reports: Nil
Status	Full time
Hours	35 hours per week (8.45am – 4.30pm Monday to Friday with 30 min lunch)
Award and Level	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 3 transitioned from NSW SACS Award Grade 3 (above award) Attractive above award salary and conditions
Location	Predominantly based at Maroubra, with some work at Glebe & Bondi Junction

Purpose of Position

You will be the face of our organisation. You will be responsible for answering the phone, meeting and greeting visitors to the Neighbourhood Centre, providing information to callers and visitors, making referrals, making and confirming appointments, assisting the Executive Assistant in collecting, updating and organising information for the community and JNC staff and assisting the organisation with a range of administrative tasks.

Responsibilities

Reception Duties	<ul style="list-style-type: none"> To answer phone calls to the JNC, transfer calls and provide clear, concise and relevant information to callers and visitors. To take and record clear messages. To meet and greet JNC clients and visitors to the centre providing them with information they require and/or directing them to the relevant group, worker or service. To take individual bookings for groups and services and confirm attendance as required. To manage inquiries to our general inbox (contact@jnc email) Manage the message on the answering machine. Orientate new staff and students to front desk
Groups, Classes and Outreach	<ul style="list-style-type: none"> Provide assistance to volunteers, tutors and outreach workers in setting up and managing their groups, classes and services. Assist and support other JNC workers involved in the provision of Neighbourhood Centre activities, groups, and events by taking RSVPs, making room bookings, collecting attendance sheets and room set up.

Information Duties	<ul style="list-style-type: none"> • To provide up to date information internally & externally for workers, including updating the JNC staff list and the What's On lists and calendar. • To display information to the public using the JNC brochure racks and notice boards, the JNC's notice board in the Lionel Bowen Library, themed displays and regular update of displayed information. • To ensure the JNC promotional material and community information is up to date, relevant and available at all times to the public. • Update the JNC directories on an ongoing and rotational basis to ensure they contain accurate and relevant information. • Assist the Executive Assistant in collecting, organising and sending out information for the community
General Office Support	<ul style="list-style-type: none"> • Respond to <i>Away Today</i> messages from staff • Setting up the rooms for groups and meetings, including the set-up of IT equipment. • Daily stocking of supplies including copy paper and supplies in the kitchen and bathrooms. • Maintain the tidiness of the front office in general and meetings rooms after external users' bookings
Administrative Duties	<ul style="list-style-type: none"> • Undertake administrative duties including but not limited to, receiving and receipting JNC membership fees, assisting with copying and mail outs as requested by staff, management of Front Desk Diary and daily sign in sheets • Processing and registering incoming mail and processing outgoing mail. • Book rooms for external users and ensure the room is clean and tidy before and after external use. • Provide basic screening information on size and availability of rooms to prospective room hirers as outlined in the room hirer Q&A script and refer prospective hirers to the relevant Manager if appropriate. • Maintain and keep booking and usage records for JNC's small IT equipment at Maroubra and the JNC T-Shirts • Maintain and keep up to date the JNC Photo Consent register • Other general administrative duties.
Staff Support	<ul style="list-style-type: none"> • To participate in regular group supervision, staff support and training.
Work Health and Safety	<ul style="list-style-type: none"> • Take reasonable care of the health and safety of yourself and others. • Actively participate in the implementation of policies and procedures that ensure JNC meets Work Health & Safety (WHS) requirements. • Be responsible for reading, understanding and abiding by the organisation's Policy. • Liaise with other employees to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation. • Co-operate with the JNC in their efforts to comply with WHS requirements. • Follow JNC policies relating to accessing and utilising counseling and/or debriefing services.

General	<ul style="list-style-type: none"> • To assist in the collection and collation of Neighbourhood Centre statistics. • To assist in enhancing and promoting the profile of JNC in the local community. • To assist in strategies aimed at the identification of needs in the community. • To assist in community initiatives and action to meet needs in the community. • To ensure that effective and meaningful linkages and networks are initiated and maintained with other community based organisations with similar aims and objectives. • To participate in staff meetings, staff training, staff rosters, planning meetings and other workplace responsibilities. • To work within all policies and procedures of the JNC. • To actively participate in JNC centre wide planning and projects.
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Performance measures

- Efficient, responsive and relevant customer service.
- Accurate and timely completion of administration and related tasks
- Timeliness and deadlines met
- Demonstrated and commitment to JNC Values, Core Principles, policies and procedures

Selection Criteria

Essential Criteria

1. Commitment to the values of The JNC.
2. Demonstrated ability to work as part of a team, as well as to work independently.
3. Experience in working with the community.
4. Demonstrated excellence in customer service skills
5. Demonstrated ability to multi task and handle multiple phone calls or inquiries at once.
6. Previous experience working at a front reception of a not-for-profit organisation or similar.
7. Highly developed oral, written and interpersonal communication skills.
8. Highly developed organisational and administration skills.
9. Relevant computer/IT skills, in particular experience in Office, email and internet.

Desirable

1. Ability to speak a community language.
2. Previous experience working in a community organisation.
3. Relevant tertiary qualifications and/or demonstrated equivalent experience.

Applicants must be willing to have a Police Check and have a current Working with Children Check.

About The Junction Neighbourhood Centre

Strengthening communities and building connections

Our statement of purpose

We believe that being socially connected improves people's wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection.

Our vision

To be a leading provider in South Eastern Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality services delivery.

Our values and Practices

VALUE	PRACTICES
Accountability and Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take a holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity.

Core Principles for the JNC staff team

Principle	Key behaviors
Professionalism and accountability	<ul style="list-style-type: none"> ▪ We deliver quality client services and provide exceptional customer service. ▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner. ▪ We take responsibility for our own actions and behaviors. ▪ We all comply with JNC's policies and procedures.
Learning and growth	<ul style="list-style-type: none"> ▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities. ▪ We take initiative in keeping our professional skills and knowledge up-to-date. ▪ We continually improve through innovation and creativity. ▪ We are proactive in our work and learn from our experiences. ▪ We each contribute to organisational sustainability.
Working together as one team	<ul style="list-style-type: none"> ▪ We build trust with a focus on integrity. ▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome. ▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements. ▪ We share information, knowledge and skills across the organization. ▪ We actively demonstrate our commitment to common team goals. ▪ We participate equally and cooperatively in partnerships.
Respect	<ul style="list-style-type: none"> ▪ We enable a positive, inclusive and fair workplace. ▪ We are mindful of, and value, the diversity of our staff, clients and communities. ▪ We treat each other and our clients with dignity at all times.
Cultural inclusiveness	<ul style="list-style-type: none"> ▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs. ▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued.

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- We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.
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What we do

The Junction Neighbourhood Centre (JNC) provides a diverse range of community services and programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not for profit organisation operating for over 43 years, the focus of our work is strengthening communities and creating connections. We have community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We have capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated. We also offer specialised services for older people, people who have a disability and their carers, for families with children under 13 and training and volunteer referral services for agencies in the region.

More details about our programs and services can be found at www.jnc.org.au

Additional information about employment at the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Glebe and Bondi Junction
- Employment is subject to a satisfactory Police Check and a Working with Children clearance
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS
- Salary packaging is available after completion of the probation period for all permanent and fixed term contract positions.