



Job Description
Receptionist
 Human Resources

Department:	Group Services
Primary Location:	Head Office
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 3-4)
Status of Employment:	As per individual contract
Date Reviewed:	April 2024
Reports To:	Human Resources Advisor

Position Summary

The Receptionist is the professional first impression that all visitors and stakeholders receive when contacting Unity Housing’s Head Office.

Reporting to the Human Resources (HR) Advisor, the Receptionist carries out all front-desk activities whilst supporting Group Services administrative tasks. The role confidently ensures all phone calls and visitors are coordinated in a professional, confidential, and timely manner. The role is exposed to providing a broad range of administrative tasks. Guided by Unity Housing’s Policy and Procedure framework, the role will deliver best practice for all aspects of office administration.

Key Reporting / Working Relationships

Internal	External
<ul style="list-style-type: none"> • Reports to the HR Advisor • A member of the Group Services team • Unity Housing staff 	<ul style="list-style-type: none"> • First point of contact for tenants, staff, and external organisations/stakeholders

- Special Conditions**
- Hours of work are as per contract
 - Position is based at the Head Office but there may be a requirement to work across all Unity Housing sites
 - A six month probationary period will apply
 - 5 weeks annual leave (pro rata for part time)
 - Operate within Unity Housing’s Policy and Procedure framework, as amended from time to time
 - Authority to initiate and approve expenditure within financial delegation limits, as per Unity Housing’s Delegations of Authority policy (Appendix A - Schedule of Delegations)
 - Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved TOIL will apply
 - Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
 - Current full driver’s licence required with no limitations
 - All Unity Housing staff are expected to participate in activities and spirit of Unity Housing’s Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation’s Environmental, Social and Governance (ESG) outcomes

Initials	
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KEY RESPONSIBILITIES

Reception and telephone enquiries

- Provide a high quality first point of contact for all visitors, staff, and telephone customers.
- Monitor centralised reception email account – respond to or redirect emails as appropriate and in a timely manner.
- Receive general enquiries and direct them to the appropriate staff member or department.
- Ensure messages are recorded and conveyed accurately to relevant staff/department in a timely manner.
- Ensure the reception area is maintained to a professional standard.
- Monitor In/Out Board (software program) ensuring visitors sign in and out of the premises appropriately.

General office administration

- Order and monitor stationery supplies and basic office supplies using correct processes.
- Sort and distribute incoming mail and coordinate outgoing mail distribution.
- Service and coordinate the use of general office areas, common areas and amenities to ensure that a professional standard of presentation within the office is maintained.
- Coordinate site-related matters such as cleaning and photocopier maintenance.
- Ensure waste bin collection.
- Conduct corporate vehicle fleet administration tasks.
- Coordinate the filing and archiving of documents in accordance with record keeping and archiving procedures and manual handling processes.
- Provide administrative support, general office filing and office support to the Group Services team as directed by the HR Advisor.

Group Services Administrative Tasks

- Human Resources administrative tasks including uploading documents to employee folders, entering training in ichris (international comprehensive human resource integrated software) and weekly licencing reporting.
- Support with the development of internal documentation including work instructions.
- Minute Taking, as required, including WHS Committee and Group Services Team meetings.
- Administrative support for site management.

Other Duties

- Any other duties appropriate to the role.

Key Performance Indicators

The following areas will be assessed and measured through Unity Housing's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity Housing's Policy and Procedure framework, Strategic Plan, and the employment contract:

- Customers (internal and external) receive a friendly, efficient and helpful service.
- All tasks are carried out in a timely, cooperative, efficient and effective manner.
- Effective relationships are maintained, as appropriate.

Specific Performance Measures (KPIs) will be identified in conjunction with the HR Advisor to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity Housing's Strategic Plan and are properly measured in determining the level of performance.



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Values and Behaviours
<p>All Unity Housing staff are required to model the following behaviours and values and participate in performance reviews and management as directed, and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity Housing’s intranet and website and updated as necessary:</p> <ul style="list-style-type: none"> • Respect and social justice • Innovation and creativity • Collaboration and partnerships • Transparent and ethical • Leadership and professionalism • Empowering and respectful

PERSON SPECIFICATION

Education/Qualifications	
Essential:	Desirable:
<ul style="list-style-type: none"> • Certificate III in Business administration or similar industry experience. 	
Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • Well-developed time management and organisation skills and experience with high volumes of work requiring the establishment of priorities and deadlines. • Proficient keyboard and computer skills with an advanced working knowledge of the Microsoft Office Suite of applications. • Capacity to treat all tenants and staff with dignity and respect and with due consideration of their privacy. 	<ul style="list-style-type: none"> • Lived experience.
Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> • Clear, confident communication skills and ability to relate to people at all levels, from corporate stakeholders to customers from a range of cultures and backgrounds. 	<ul style="list-style-type: none"> • Awareness of issues affecting people who are vulnerable and have high needs – people experiencing homelessness, the aged, people living with disability and those experiencing mental illness.

Approval:

Chief Executive Officer 

Date: 24/04/2024

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

Name:	Signature:	Date:	
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