



## Reception and Administration Officer POSITION PROFILE

### **PART A: POSITION DESCRIPTION**

<b>Position Title:</b>	Reception and Administration Officer, <b>Aspect National Office</b>	<b>Location:</b>	<b>Aspect National Office, Frenchs Forest</b>
<b>Group:</b>	Aspect Customer Service	<b>Reports to:</b>	<b>Team Leader, Aspect Communications</b>

### **Organisation Purpose**

<b>Vision</b>	<b>Mission</b>	<b>Values</b>
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

### **Team Purpose**

The customer services team is the face and voice of Aspect for all clients both internal and external. This team provide timely, friendly and excellent customer service across a range of contact points including, telephone, e-mail, face-to-face and direct mail.

### **Position Purpose**

- The **Reception and Administration Officer** serves as the most visible representative of the Aspect Customer Service team by running the Aspect National Office reception desk and taking responsibility for face to face interactions with visitors, clients and is a point of contact for Aspect staff visiting Aspect National Office.
- The role supports the ongoing focus on developing Aspect's positive public profile by ensuring that people attending Aspect's National Office are greeted and attended to in a professional, warm, helpful and timely manner. The role additionally has responsibility for the day-to-day administration of Aspect National Office. A high level of customer service is required using an organised and responsive approach.

## Outcomes

Key Results Area:	Requirements & Expectations	Success Indicators
<b>Client Enquiries</b>	<ul style="list-style-type: none"> <li>• Be the first point of contact for visitors to Aspect National Office. Manage visitor sign-ins and appointments for Diagnostic Assessments as well as face to face enquiries.</li> <li>• Handle emergency and stressful situations professionally.</li> <li>• Maintain a professional and empathetic manner.</li> <li>• Consider client confidentiality and privacy concerns when interacting with visitors to Aspect National Office.</li> <li>• Update client information as made available and communicate changes to relevant departments.</li> <li>• Support the Customer Service team as needed to respond to clients and customers</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors to Aspect National Office are greeted and managed in a professional and courteous manner.</li> <li>• Positive feedback from internal and external customers. Relevant enquiries are responded to in a timely manner.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Support the day to day running of Aspect National Office by undertaking administration tasks such as ordering and purchasing necessary stationery and equipment, catering and kitchen supplies, mail and courier management, parking allocations, expenses and invoicing, keeping office spaces tidy and well presented.</li> <li>• Coordinate Aspect National Office tasks and functions that cover all teams and services such as; organising morning teas, special events, maintaining contact lists and meeting room scheduling.</li> <li>• Provide administrative support to the Customer Service, Communications and Practice teams as required ie: Word processing, proof reading, support with events and workshops.</li> <li>• Work in partnership with colleagues in back office, marketing and service delivery roles to achieve strategic objectives.</li> <li>• Undertake project work or other duties as directed.</li> <li>• Provide support to the casual administrator</li> </ul>	<ul style="list-style-type: none"> <li>• Administration and support tasks are undertaken and maintained in a timely and effective manner.</li> <li>• Office supplies, catering and other financial requirements are met within the Customer Service and office budget.</li> <li>• Meeting rooms bookings, events, and Aspect National Office functions are planned and managed effectively.</li> <li>• Additional requests for administrative support are managed effectively within the existing workload of the role.</li> <li>• An ongoing understanding of Aspects services and capabilities.</li> <li>• Communication materials contain appropriate grammar, spelling and layout.</li> <li>• Plan and manage workload to ensure efficient outcomes and a timely response to requests</li> </ul>

<b>Safeguarding the people we support</b>	Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to: <ul style="list-style-type: none"> <li>• Complete mandatory Code of Conduct training and implement into day to day operations and practice</li> <li>• Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated evidence that Aspect's values and Code of Conduct are understood and practised in all aspects of work</li> <li>• Completion of Code of Conduct on-line training</li> </ul>
<b>Work Health, Safety &amp; Welfare Requirements</b>	It is a requirement for all staff to: <ul style="list-style-type: none"> <li>• Take reasonable care for their own health and safety</li> <li>• Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements</li> <li>• Report unsafe conditions or practices, and make suggestions to their manager on improving work, health &amp; safety at Aspect.</li> <li>• Participate in the staff consultation process about work health &amp; safety matters</li> <li>• Understand and adhere to Aspect's Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Observe at all times Aspect's safety policies and procedures are followed including site specific work practices and management instructions</li> <li>• All hazards, incidents and injuries are reported to management as per Aspect's risk management procedures</li> <li>• Health safety and welfare of self and others is ensured as far as reasonable</li> <li>• Actively participate in safety consultation as required</li> </ul>

## **PART B: POSITION CRITERIA**

Capabilities	Oral and written communication	Excellent verbal and written communication – with a focus on concise & effective communication with a positive tone.
	Interpersonal Skills	Excellent interpersonal skills including the ability to build rapport quickly and create an immediate positive professional impression Maintain a professional and empathetic manner. Maintain client confidentiality and privacy concerns when interacting with visitors to Aspect National Office.
	Managing relationships	Highly capable of providing exceptional customer service, teamwork, collaboration, with all levels of the organisation Ability to maintain confidential and sensitive information.
	Time Management	Ability to multi task and manage competing priorities and demands.

Knowledge & Experience	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience in reception or administration.</li> <li>• Previous experience in providing direct scheduling for bookings, visitations and registrations.</li> <li>• Attention to detail &amp; high level of accuracy.</li> <li>• Demonstrated capacity to manage database records &amp; office systems</li> </ul>
Job requirements	<ul style="list-style-type: none"> <li>• Intermediate Excel skills.</li> <li>• Advanced Microsoft Word skills – including mail merge.</li> <li>• Intermediate Microsoft Outlook skills – including mail merge &amp; multiple calendar and appointment management.</li> <li>• Experience handling difficult and sensitive situations.</li> <li>• Experience handling large volumes of enquires.</li> </ul>

**PART C: APPROVED BY**

Position Approved by: Liza Cassidy National Communications Manager 16 April 2019

**PART D: ACKNOWLEDGEMENT OF INCUMBENT**

I have read and understood the requirements of the position

Name: \_\_\_\_\_ (Date) \_\_\_\_\_