

Receptionist

Department	Finance and Corporate Services	Reports To	Executive Assistant & Office Manager
Positions reporting to this position	None		
Location	Redfern, Sydney, NSW	Award Level	2
Award Name	Social, Community, Home Care and Disability Services Industry Award 2010		

Primary Purpose of this Position

The Receptionist at Bridge Housing is responsible for providing a professional and efficient first point of contact for all Bridge Housing visitors and enquiries and providing administrative support to other Bridge Housing employees to enable them to effectively service Bridge Housing clients.

Accountabilities

1. Ensure Bridge Housing sustains a professional image and reputation at all times through maintaining the cleanliness and orderliness of reception, related areas and professional presentation.
2. Ensure superior customer service to Bridge Housing clients and visitors by providing an efficient and professional response to all enquiries (face to face and telephone) and directing these to the correct person.
3. Ensure the ongoing and efficient operation of Bridge Housing through the provision of general correspondence and answer to enquiries through mail, email, SMS, fax and voicemail, as well as directing to the appropriate person for follow up.
4. Support Bridge Housing in delivering exceptional service to its clients by providing administrative support to other Bridge Housing staff through assisting in coordinating meetings, mail outs and preparing client transfer/sign up packs.
5. Assist the Office Administrator in the efficient on boarding of staff through the creation of new starter packs and provision of relevant supplies and equipment.
6. Ensure consistency in the maintenance and supply of stationery, other office supplies and equipment used by staff, as well as standard information leaflets and forms.
7. Support Bridge Housing in sustaining a professional and safe environment by maintaining the orderliness of the storeroom, compactus and first aid supplies and other shared office areas.
8. Assist in maintaining quality service delivery through adhering to the front office services policies and procedures and contributing to their continual improvement.

OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- Intermediate level of Microsoft Office
- Excellent oral and written communication

KEY CAPABILITIES

Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	<ul style="list-style-type: none"> • Demonstrates a good knowledge of various cultures and social issues affecting consumers. • Shares knowledge with others. 	Level 2
Understands the operating environment and its stakeholders	<ul style="list-style-type: none"> • Demonstrates some awareness of the sector and uses that understanding to guide communication and behaviour. • Develops an understanding of the organisation's policies and processes and demonstrates a good understanding of those that relate to the work in the role/area. 	Level 1
Values diversity and social inclusion	<ul style="list-style-type: none"> • Demonstrates sensitivity and respect for diversity and differences in clients and other stakeholders. • Works effectively with people from diverse backgrounds in the workplace and community. 	Level 1

CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	<ul style="list-style-type: none"> • Is responsive to clients needs. • Focuses on client satisfaction. • Builds trust with clients through honesty and providing a supportive service. 	Level 2
Strives for excellence in service delivery	<ul style="list-style-type: none"> • Uses various techniques and resources to resolve complex client issues. • Uses effective questioning techniques to determine client needs. • Takes personal responsibility for resolving client problems. • Supports clients to achieve their goals through the provision of quality service and appropriate referrals. 	Level 2
Demonstrates professional empathy	<ul style="list-style-type: none"> • Applies an awareness of clients' needs when undertaking the job role. • Applies appropriate sensitivity and interpersonal skill when managing interactions with clients. • Respects client confidentiality and privacy 	Level 1

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	<ul style="list-style-type: none"> • Demonstrates honesty and respect in all interpersonal relationships both internally and externally. • Builds relationships based on trust and respect and identifies key stakeholders in the organisation. 	Level 1

Capability and Elements Continued		
Works effectively in a team	<ul style="list-style-type: none"> • Demonstrates a commitment to team work. • Understands how work and decisions impact other departments and co-workers. • Participates in team events. • Keeps others informed of decisions and changes that affects them. • Treats everyone with respect and fairness. 	Level 1
CONTINUAL IMPROVEMENT AND CHANGE		
Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	<ul style="list-style-type: none"> • Aims to provide the best service possible in own work. • Continually reflects on own performance and takes action to address gaps. • Makes recommendations for improvements in own work area. • Accepts constructive feedback and development suggestions and takes agreed action. 	Level 1
Manages and embraces change	<ul style="list-style-type: none"> • Aims to provide the best service possible in own work. • Continually reflects on own performance and takes action to address gaps. • Makes recommendations for improvements in own work area. • Accepts constructive feedback and development suggestions and takes agreed action. 	Level 1
PROFESSIONALISM AND INTERGRITY		
Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	<ul style="list-style-type: none"> • Takes accountability for own work tasks. • Represents the values of the company at all times. • Demonstrates openness and honesty in dealing with others. • Acts in the best interest of the organisation and its clients. • Treats all stakeholders, clients and colleagues positively, without bias or preference. • Demonstrates ethical and professional standards in line with company values and codes. • Raises issues and speaks out where it is the right thing to do. 	Level 1
Works within safety, risk and governance frameworks.	<ul style="list-style-type: none"> • Ensures risk and hazards are identified and reported in own work area. • Demonstrates a general awareness of OH&S issues, programs and procedures, and performs work activities in a manner consistent with safe procedures. • Ensures client confidentiality. • Keeps client files and records in secure location. 	Level 1

Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING		
Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	<ul style="list-style-type: none"> • Demonstrates punctuality and meets agreed schedules and timelines. • Discusses and agrees on work priorities with manager. • Addresses priorities in order of importance. • Plans and tracks progress with performance and development plan. • Uses basic planning and organisational tools to support completion of work tasks. • Engages manager when work tasks or deadlines will not be met. 	Level 1
PROBLEM SOLVING AND DECISION MAKING		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	<ul style="list-style-type: none"> • Uses established procedures and instructions to solve problems. • Uses some judgement to solve problems where policy and procedures are not available. • Knows when to make decisions independently and when to gain input from others. 	Level 1
COMMUNICATION		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	<ul style="list-style-type: none"> • Speaks in an appropriate tone and uses professional and polite language. • Uses active listening skills and uses paraphrasing to ensure understanding. 	Level 1
Uses written communication effectively	<ul style="list-style-type: none"> • Uses written correspondence including emails, letters and reports to meet the needs of the business and resolve issues within own role. • Edits own work and demonstrates excellent accuracy and attention to detail in the preparation of written material. • Produces easily understood documents which meet the needs of their intended purpose. 	Level 2
Manages and resolves conflict	<ul style="list-style-type: none"> • Listens to and acknowledges the concerns of others. • Considers the views of others and aims for group cohesion. • Maintains a professional approach in conflict and refers to supervisor where appropriate. • Follows documented conflict resolutions procedures. 	Level 1

TECHNOLOGY		
Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	<ul style="list-style-type: none"> • Uses Microsoft Office packages at an intermediate level to complete own work tasks. • Demonstrates proficiency in keyboard and data entry skills with speed and accuracy. • Can identify the most appropriate technology to complete assigned tasks. • Understands and uses computer applications and business equipment relevant to own role effectively. • Understands and adheres to computer policy and procedures related to the use of technology in own work area. 	Level 1
POLICY AND PROCEDURES		
Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	<ul style="list-style-type: none"> • Understands work procedures relevant to work area. • Understands and utilises work procedures in own area to meet expected standards. • Contributes to the development of written work procedures for own role as directed by the manager. • Keeps up to date with and implements new work procedures relevant to work area. • Maintains awareness of company policies and applies it to daily work activities. 	Level 1

Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing's objectives now and in the future.

FINANCIAL MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	<ul style="list-style-type: none"> • Assists with maintenance of financial records and works efficiently to meet established budgets relevant to the work area. • Demonstrates basic numeracy skills required for the effective execution of the role. 	Level 1
PROJECT MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	<ul style="list-style-type: none"> • Participates in projects as requested. • Completes tasks as assigned on the project plan. • Brings problems with timing, budget or adherence to the plan to the project leader. 	Level 1

PURCHASING AND SUPPLIER MANAGEMENT

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound purchasing and supplier management	<ul style="list-style-type: none">• Makes low cost purchases and achieves value for money with the correct authority sign off.• Takes a conservative approach to using corporate resources and funds.• Practices good purchasing strategies including the	Level 1