

EMPLOYMENT OPPORTUNITY

RECEPTIONIST

Ongoing Part Time (36 hrs per fortnight)

Based at Lime Street, East Perth

Level 4 (\$31.03/hour plus shift penalties as applicable)

The Operations Team takes in the areas of Finance, HR & Compliance, Housing and Commercial Services. The Operations Team supports program areas and staff to deliver services to clients, working towards achieving our Mission to assist the homeless of today and act to prevent the homelessness of tomorrow.

This Opportunity

We are seeking an experienced professional with reception and administrative experience to fill this key role within our organisation. You will be the face of St Bart's and will be the first point of contact for all phone calls and visitors to our premises in East Perth.

Excellent time management skills will be essential to succeeding in this fast paced role. You will be able to manage competing demands and have the ability to work independently and prioritise. You will have a high level of initiative, be an excellent communicator and will embrace our values of *empowerment, innovation, commitment, collaboration* and *social justice* in your approach to your work.

Our East Perth premises is also the location for our crisis, transitional, aged care and community housing programs and a large number of clients call Lime Street home. You will have a good understanding of what constitutes appropriate professional boundaries and will have an understanding of issues related to homelessness. You will have high level written communication skills and skilled in the use of computers, with the ability to quickly learn how to use unfamiliar systems.

The hours for this position are spread over 4 days, with shifts to be worked 1pm till 5pm Monday and Wednesday and 8am till 1pm Thursday and Friday.

This is an exciting opportunity to join a respected not for profit.

What We Offer

We offer a supportive working environment and a competitive salary as well as access to attractive salary sacrifice benefits. Professional development is encouraged and all staff have access to a comprehensive in-house training program.

How to Apply

Please visit www.stbarts.org.au/employment and review the Job Description for this vacancy. In order to apply, please submit:

- Completed Job Application Form (on our website)
- Resume
- Statement Addressing Job Criteria (criteria are listed in the Job Description)

Applications should be emailed to Jakky Keenan hadmin.officer@stbarts.org.au

More Information

For queries about the application process please contact

Jakky Keenan hadmin.officer@stbarts.org.au or 9323 5174

For queries about the position please contact

Carol Houghton manager.hrcompliance@stbarts.org.au or 9323 5181

Applications to be received by 9am 16th February 2018

JOB DESCRIPTION

- Job Title:** Part Time Receptionist
- Area of work:** Administration
- Location:** Your initial location of employment will be at 7 Lime Street East Perth
- Reports to:** Manager – Human Resources & Compliance
- Relationships:** CEO, Senior Managers, Staff, Tenants, Residents, Clients & General public

Organisation

St Bartholomew's House helps people who are homeless or at risk of homelessness achieve positive life outcomes.

Our Values

Our values are the guiding principles that drive and support our Mission. They shape the way we approach our work and provide the underlying framework for our decision making and the services and programs we offer.

Empowerment

We create a community where everyone believes they have the ability to make a difference

Innovation

We foster an environment where creativity thrives

Commitment

We have the courage and determination to make it happen

Collaboration

We work together to achieve shared goals

Social Justice

We believe everyone has a right to equitable treatment, dignity and compassion

Position Description

The receptionist will be responsible for all front of office duties and will provide back up support to the administration team as required. The receptionist will be the first point of contact to St Bartholomew's House and therefore must be well presented, professional and friendly.

Job Criteria:

- Minimum Certificate III in Business Administration or equivalent competencies
- Well presented professional friendly manner
- Minimum of 2 years reception and administration experience
- Demonstrated strong written and verbal communication skills
- Demonstrated ability to maintain client confidentiality and adopt non-judgemental approach
- Demonstrated ability to keep calm under pressure
- Demonstrated ability to coordinate and prioritise
- Demonstrated ability to use Microsoft Office programs, including Word, Excel and Outlook
- Demonstrated ability to work as part of a team yet possess the initiative to work independently
- Current valid WA Drivers Licence (Class C)
- Applied First Aid Certificate (with at least four months validity)
- Current police clearance certificate (with at least three months validity)

Examples of key duties

- Screen incoming calls and forward to appropriate personnel
- Greeting and making welcome any visitors or clients
- Responsible for the daily maintenance and upkeep of the reception area so that presentation to visitors is of a consistently high standard
- Organise the mail Out
- Keep organise and up to date the flyers
- Update IN/OUT Board for staff members, in and out of building
- Maintain and update pool car, boardroom, meeting room bookings via outlook
- Photographing and do the security tags for St Bart's identification
- Typing of letters and documents as required
- Faxing, scanning and photocopying
- Dealing with other general administration duties as required
- Provide access and register visitor tags
- Create staff ID Cards
- Program and register the Swipe/Ving cards

Examples of skills required

- Good communication skills with professional telephone manner
- Computer literate, experience with Microsoft Office and strong administration skills
- Ability to establish and maintain effective working relationships with employees and external contractors
- Ability to deal calmly with difficult clients or visitors
- Ability to work unsupervised and complete tasks to set deadlines

Other requirements

- Understanding of community sector policies and services
- Ability to Monday to Friday
- Preparedness at times to work outside normal business hours, including weekends
- Flexibility to cover reception if required (e.g. holiday periods)

This document is an accurate statement of the job description of this position.

Signed: C. E. Houghton

Print Name: CAROL HOUGHTON

Manager HR & Compliance – February 2018

Employee Declaration

I have read and understood the content of this job description. I acknowledge that I am employed to fulfil this role. I understand that this job description details the skills and capabilities required for the role and that the duties listed are not exhaustive and are provided as examples only.

Signed: _____

Employee Name: _____

Date: _____