

POSITION DESCRIPTION

Position	RECEPTIONIST/ADMINISTRATIVE ASSISTANT
Location	Congregational Administration Services (CAS), North Sydney
Reports to	Office Manager
Direct Reports	None
Employment Type/Term	Permanent part-time (2 days per week)
Date	March 2024

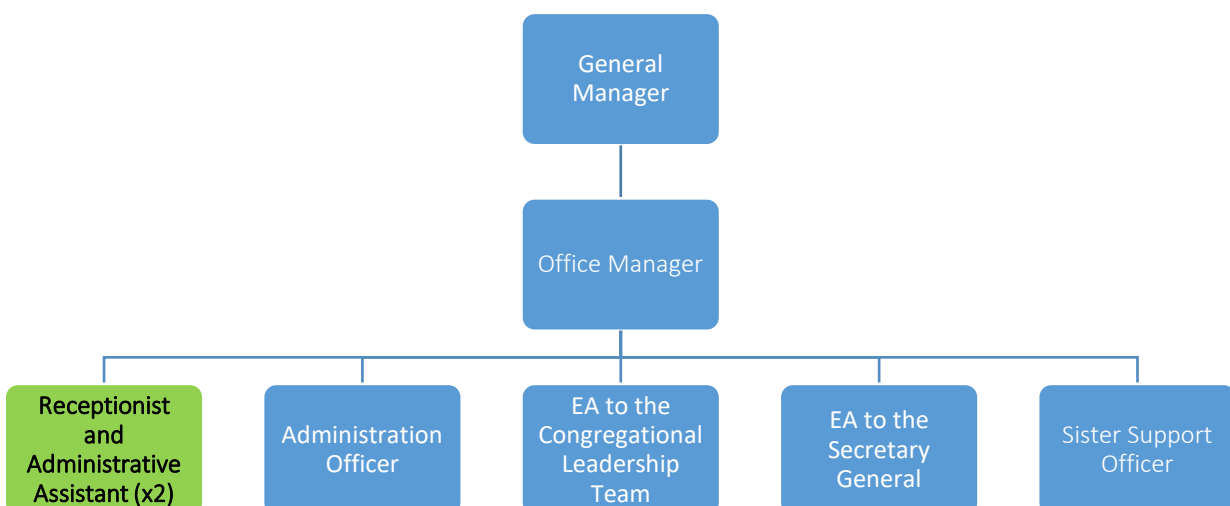
ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God’s mission by empowering others and bringing hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

The Congregation is governed by the Congregational Leader and her Leadership Team. Each region is led by a Regional Leader supported by her Leadership Team. The Congregation’s Leadership team is assisted in its administration by the Central Administration Services (CAS) Team located in North Sydney.

We value, respect and are committed to the safety of all people. We have a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

ORGANISATION CHART





BASIC ROLE PURPOSE:

The Receptionist/Administrative Assistant is responsible for general reception and administrative duties at the Congregational Administration Services (CAC) Centre as well as providing support to the administrative support team when required. The incumbent works closely with the administrative support team, OneCAS, and locally based Sisters to ensure that excellent hospitality and support is provided. As a first point of contact that people may have with Sisters of Saint Joseph, the incumbent champions a climate of outstanding hospitality and welcome in order to communicate value, inclusion and care to the people we serve. Some out of hours may be required from time to time to meet the requirements of the role.

KEY ROLE ACCOUNTABILITIES:

In carrying out the role, the Receptionist/Administrative Assistant is required to meet the following key accountabilities:

1.0 Ethos and Mission

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

2.0 Position Responsibilities

- 2.1 Meet and greet visitors.
- 2.2 Respond to incoming calls and general queries.
- 2.3 Maintain, prepare meetings rooms and serve refreshments (including bookings, set up of room, food service, clean up, some IT assistance, occasional laundry etc.)
- 2.4 Open and close Congregational Administration Centre (CAC) building at 9 Mount Street.
- 2.5 Manage inventory, ordering, receiving, stocking and invoice reconciliation for stationery, kitchens, cleaning, and catering supplies.
- 2.6 Maintain reception manual and telephone directory.
- 2.7 Perform administrative duties (including mail, typing and formatting, photocopying, filing, running errands, recordkeeping, proofreading etc.).
- 2.8 Work on other administrative projects as requested including mailings, events, travel bookings, invitations, gift preparation etc.

3.0 CAS Support and Team Values

- 3.1 Actively contribute to staff, team, OneCAS and other meetings.
- 3.2 Provide effective communication and support with visitors, callers, coworkers and Congregational members.
- 3.3 Deal professionally, respectfully and honestly with all colleagues.
- 3.4 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.5 Actively demonstrate behaviour consistent with SOSJ values.



4.0 Quality Administration

In consultation with the Office Manager:

- 4.1 Be responsive to management requests and changing priorities.
- 4.2 Ensure administrative accuracy and attention to detail.
- 4.3 Establish and maintain performance standards for relevant functions.
- 4.4 Focus on continuous improvement of processes and procedures.
- 4.5 Respond to feedback on improving processes and procedures.

5.0 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Participate in the performance review/feedback process.

6.0 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.

7.0 Other

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

8.0 Key Performance Indicators

Function	Performance Indicators
1. Ethos and Mission	Evidence of active support for the work of the Congregation and its Mission.
2. Role responsibilities	Evidence of consistently providing a welcoming and professional reception environment, and of completing assigned administrative tasks effectively and efficiently.
3. Customer service and teamwork	Evidence of service delivery to agreed standards and positive feedback from stakeholders received.
4. Contribution to culture and values	Evidence of effective collaborative, professional relationships and communication within team and regions.
5. Quality administration	Evidence of timely and accurate documentation and records.



6. Professional development	Evidence of engagement in appropriate professional development and application to role
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9.0 Qualifications, experience and competencies

- 9.1 Demonstrated experience in providing friendly, welcoming and hospitable service to visitors, colleagues and Sisters.
- 9.2 Well-developed active listening skills with empathy and patience.
- 9.3 Team-focused, solution-oriented with a proactive approach to work.
- 9.4 Demonstrated ability to be flexible, prioritise daily workload, and move capably between tasks.
- 9.5 Excellent attention to detail and organisational skills.
- 9.6 Ability to confidently address user support in setting up IT requirements for meetings.
- 9.7 Professional discretion and proficiency to deal sensitively with confidential matters.
- 9.8 Advanced computer literacy skills (Microsoft Office, especially MS Outlook, MS Word, MS Excel).

Incumbents in this position will be required to consent to a National Criminal History Check in line with our Compliance Check Policy.

I confirm that this position description is an accurate reflection of the responsibilities of this position:

Bridget Bobb

Manager

10/4/2024

Date