

# Position Description

<b>TITLE OF POSITION:</b>	<b>RECEPTIONIST /ADMINISTRATIVE ASSISTANT</b>
<b>POSITION TYPE:</b>	<b>FULL-TIME, FIXED-TERM (12 months possibility of ongoing)</b>
<b>TEAM:</b>	<b>ADMINISTRATION SERVICES TEAM</b>
<b>REPORTS TO:</b>	<b>OFFICE MANAGER</b>
<b>LOCATION:</b>	<b>MELBOURNE</b>
<b>ROLE DESCRIPTION PREPARED:</b>	<b>JANUARY 2019</b>

**ABOUT NO TO VIOLENCE**

No to Violence works to bring about the changes our community needs to eliminate men's use of family violence. For 25 years, we have been working directly with men who use family violence to support them to change. Our expertise in their behaviour, attitudes and choices has enabled us to develop standards, programs and training, lead policy development, and fulfil our role as the largest peak body for organisations and individuals working with men to end family violence in Australia. We provide telephone counselling, information and referrals every day for men in Victoria, New South Wales and Tasmania. As a pro-feminist organisation, at the centre of our work is the safety of women and children, as by ending men's violence families can have happier, safer and more fulfilled lives.

**PURPOSE OF POSITION**

The Receptionist/Administrative Assistant plays a key role in supporting the effective and professional operation of NTV's office and general administrative support services. In particular, this role operates as the first point of contact for all telephone enquiries and visitors to NTV's office and is accountable for providing a range of quality and efficient administrative support services as an integral member of NTV's Administration Team.

<b>KEY RESULT AREAS</b>	
<b>SERVICE DELIVERY AREA:</b>	<b>KEY ACCOUNTABILITIES</b>
<b>Reception/Front-Office Services</b>	<ul style="list-style-type: none"> <li>▪ Welcome visitors, including managing the WHS sign-in procedures and notification to appropriate staff/manager</li> <li>▪ Respond to incoming calls, emails and post in a timely and professional manner</li> <li>▪ Ensure that the 'front office' area is appropriately maintained, including:               <ul style="list-style-type: none"> <li>- availability of up-to-date information on NTV (Annual Report, leaflets etc) and other relevant material for visitors and NTV staff to access</li> <li>- ensuring the front-office and kitchen area is clean and tidy at all times</li> </ul> </li> <li>▪ Manage the issue, return and recording of office security access cards</li> </ul>

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KEY RESULT AREAS	
SERVICE DELIVERY AREA:	KEY ACCOUNTABILITIES
<b>Administrative support services</b>	<ul style="list-style-type: none"> <li>▪ Prepare a range of documentation, including reports and presentations, for internal/external meetings</li> <li>▪ Maintain stationery and office supplies and equipment, identifying requirements and placing purchase orders</li> <li>▪ Manage and maintain an inventory of NTV office equipment</li> <li>▪ Update NTV's intranet, website and contacts database as required, in consultation with the Office Manager and the Communications Team, as appropriate</li> <li>▪ Coordinate and schedule internal and external events/meetings, including organising travel, accommodation, catering, venues, invitations and RSVP's</li> <li>▪ Provide administrative support for NTV meetings including drafting and circulating agendas, taking minutes, circulating meeting documents to meeting participants</li> <li>▪ Provide basic training and support to staff and others in the use of telephone and IT hardware and software</li> <li>▪ Provide back-up support for the Executive Assistant, as required.</li> </ul>

SELECTION CRITERIA:
<p><b>ESSENTIAL:</b></p> <ul style="list-style-type: none"> <li>▪ Proven experience of providing quality and professional reception and administrative support services in a busy and professional office environment (minimum 60 wpm with a high degree of accuracy)</li> <li>▪ Well-developed communication and interpersonal skills, including the ability to relate effectively with a range of internal and external stakeholders</li> <li>▪ High level of proficiency in the use of the Microsoft Office suite and office equipment including video and teleconferencing equipment</li> <li>▪ Proven organisational skills, including the ability to manage conflicting priorities and deliver work requirements within identified timelines</li> <li>▪ Accurate and details-focused approach</li> <li>▪ Well-developed written skills, including an ability to prepare routine correspondence and work-related reports</li> <li>▪ Experience of handling sensitive and confidential information in an appropriate manner</li> <li>▪ Ability to work independently with minimal supervision and as part of a small dedicated team</li> </ul> <p><b>DESIRABLE:</b></p> <ul style="list-style-type: none"> <li>▪ An understanding of the gendered nature of family violence and the need for appropriate responses through working with men</li> </ul>

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Date signed

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Signature of Job Holder