

Receptionist/s POSITION DESCRIPTION

Position Title:	Receptionist
Status:	Part-time, 25 hours per week
Days:	Monday – Friday
Hours:	8am – 1pm; or 12.30pm – 5.30pm
Salary:	\$45,000 - \$55,000 per annum pro rata plus 9.5% super, commensurate with experience and /or qualifications. Salary packaging is available
Reports to:	To the Human Resources Manager and in this role's absence, the Executive Assistant to the Chief Executive Officer
Background	
<p>The Ingham Institute for Applied Medical Research (the Institute) is a not-for-profit organisation located in Sydney's South West that conducts world-class medical research that is rooted in and driven by the needs of the local community and wider Australia.</p> <p>The Institute is the pre-eminent research institute for South Western Sydney. It is home to 360 staff, over 40 research groups, and five (5) research streams that are committed to its vision of Inspiring Health and Transforming Care.</p> <p>The Institute is integral to a unique collaboration with the South Western Sydney Local Health District, Western Sydney University and the UNSW Sydney. Through these collaborations the Ingham Institute is working to radically transform health outcomes both locally and globally.</p> <p>The Institute is committed to the highest possible standard of interactions with all its personnel, affiliates, stakeholders, contractors and with members of the broader community. Consistent with this commitment, the Institute seeks to ensure that its front-line personnel interact, support and assist all of the above stakeholders effectively whilst providing administrative support to researchers and the management team.</p>	
Purpose of Position	
<p>As a primary point of contact for visitors, Institute personnel, contractors, key stakeholders and affiliates, this front-line role will share the responsibility of developing and maintaining a high standard of customer service across the Institute.</p> <p>A key component of the role involves ensuring that day-to-day operations of the Institute's reception area are undertaken professionally and effectively, and providing administrative support to research groups and management team members.</p>	

Criteria
<p>ESSENTIAL:</p> <ul style="list-style-type: none">▪ Minimum 2 years' experience in a similar role▪ Excellent verbal communication and interpersonal skills▪ Confident and outgoing personality▪ Working knowledge of office equipment such as telephones, printers and copiers▪ Computer literacy in MS Windows, Office Word, Excel, Powerpoint, email and internet▪ Good attention to detail, especially in regard to record-keeping and filing▪ Able to work independently and as a member of a team▪ Willing to undertake professional development and training▪ Sound understanding of WHS requirements and responsibilities.
Desirable Criteria
<ul style="list-style-type: none">▪ Available to work additional hours, if required▪ Problem-solving skills, where the focus is on upholding the organisation's commitment to positive interactions▪ Experience working with people from culturally and linguistically diverse backgrounds (CALD) and Aboriginal or Torres Strait Islanders (ATSI).

Key Accountabilities	Key Performance Indicators
<p>As the Institute's first point-of-contact:</p> <ul style="list-style-type: none"> ▪ Engage with Institute personnel, affiliates, partners and stakeholders and visitors appropriately whilst ensuring full compliance with the Institute's access and security processes ▪ Direct / refer / transfer incoming calls to relevant internal party ▪ Direct or refer queries / requests from research groups to the appropriate management team member e.g. Finance queries to the Finance Manager etc. 	<ul style="list-style-type: none"> ▪ A high standard of interaction with Institute visitors, personnel, contractors, affiliates and the broader community is evident / reported ▪ Interactions with key stakeholders, namely Board Directors and their guests, are of the required high professional standard ▪ Queries or requests for assistance or support are directed to the appropriate management team member in a timely manner ▪ Security processes are implemented and adhered to effectively and in a timely manner ▪ Maintains a professional work environment at reception.
<p>Oversee the effective day-to-day operations of the reception area, including:</p> <ul style="list-style-type: none"> ▪ Manage access to the Institute ▪ Process in-coming and out-going mail and deliveries accurately and in a timely manner ▪ Oversee the maintenance of office equipment ▪ Maintain record-keeping processes for operations of the reception area, such as deliveries and mail ▪ When required, book meeting rooms; organise catering; book taxis; assist with the set-up for on-site events, some of which may be after-hours ▪ Ensure that the reception, lobby and community kitchen areas are welcoming professional spaces. 	<ul style="list-style-type: none"> ▪ All day-to-day operations of the reception area are effectively and appropriately implemented, including: ▪ Effective and timely management of processes relating to mail, deliveries, required resources e.g. stationary and the maintenance of office equipment ▪ Record-keeping processes are of a high standard ▪ The reception, lobby and community kitchen areas on level 1 are welcoming, well-resourced professional spaces.
<p>Provide administrative support to research groups, including:</p> <ul style="list-style-type: none"> ▪ Maintain the database of local services that may be required by researchers / research groups such as: local catering; taxis; and couriers ▪ When required, coordinate the attendance of service providers or contractors in order to address needs / requests of researchers / research group e.g. servicing of photocopiers 	<ul style="list-style-type: none"> ▪ All administrative queries / request from researchers / research groups are addressed in a timely manner, which includes being directed to the appropriate management team member for immediate action ▪ In-house research group events are supported as required.

<ul style="list-style-type: none"> ▪ If required, assist with in-house events such as interview panels, community forums, site tours and seminars. This may involve compiling guest lists to expedite the Institute's 'sign-in' process; preparing name badges; and / or assisting with set-up and clean-up. 	
<p>Provide assistance to management team members, which may include:</p> <ul style="list-style-type: none"> ▪ Maintaining an up-to-date contact list of key personnel ▪ Undertake administrative tasks requested by management team members, which may include data entry; filing; sourcing suppliers; record-keeping ▪ Processing mail-outs for the management team and / or research groups ▪ Booking meeting rooms; organising catering; booking taxis; assisting with the set-up for on-site events, some of which may be after-hours. 	<ul style="list-style-type: none"> ▪ Management team members' requests for assistance are undertaken appropriately, effectively and in a timely manner ▪ Ingham Institute events are supported as required.
<p>Fully understand and uphold WHS requirements and responsibilities.</p>	<ul style="list-style-type: none"> ▪ Is familiar and complies with the Institute's WH&S Statement and WH&S Policy and Procedures ▪ Is mindful of workplace safety responsibilities of both individuals and each team / group ▪ Reports all accidents within 24 hours to relevant personnel ▪ Uses safety equipment appropriately, when needed ▪ Attends training programs as requested.
<p>Work as an Ingham Institute team member.</p>	<ul style="list-style-type: none"> ▪ Is an effective team member ▪ Attends Institute staff meetings and, where applicable, shares relevant information at these meetings ▪ Complies with Ingham Institute's Code of Conduct. ▪ Actively supports / participates in Ingham Institute activities.