



headspace

National Youth Mental Health Foundation

Level 2, South Tower

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headspace.org.au

Position Description

Receptionist / Support Services Officer

Location: National Office - Melbourne

Department: Building Management & Support Services

Level: HS3

Employment Type: Maximum Term, Full-time

Approved By: Debbie Rain

Date Approved: June 2016

Agreed By: _____

Date Agreed: _____

1. HEADSPACE PURPOSE

To build the resilience of young people and the future potential of Australia by delivering effective youth mental health services in partnership with young people, their families and their local communities.

2. HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Passionate – We are dedicated to making a difference in the lives of young people and their families
- Responsive – We listen to community needs and deliver on expectations to achieve great results

3. POSITION SUMMARY

The **headspace** Receptionist is responsible for supporting all **headspace** National Office (hNO) departments to ensure that administrative tasks and functions are carried out in accordance with the organisations policies and procedures. You will assist in providing a high quality customer service to all staff, visitors and stakeholders, ensure efficient and effective systems and processes

are implemented and maintained and provide an overall support to **headspace** National Office in delivering and achieving organisational goals.

4. POSITION CONTEXT

The role sits within the Human Resources, Building Management and Support Services Division, directly accountable to the Manager of Building Management and Support Services. The Building Management and Support Services team is responsible for providing **headspace** with the necessary information and operational infrastructure relating to staff, building, office equipment, travel, administration and general administrative and operational functions.

5. KEY RESPONSIBILITIES/OUTCOMES

- Assist the Manager of Building Management and Support Services to identify, establish, improve and maintain processes for hNO.
- Undertake receptionist duties including answering phones, greeting visitors, incoming/outgoing mail and postage, stationery and catering orders, courier services and meeting room bookings.
- Update phone lists and include in Evacuation folders.
- Coordinate and set up monthly staff meetings including catering, communications and teleconference/Microsoft Lync facilities.
- Oversee the info@ email account and ensure appropriate members of staff respond in a timely manner.
- Prepare payment requests, Supplier forms & seek approval for processing as required.
- Coordinate the processing of travel requests and accommodation for staff in accordance with the **headspace** Travel Policy process.
- Model and demonstrate constructive working relationships and information exchange across the organisation.
- Other duties consistent with the role where required and/or requested by the Manager of Building Management and Support Services.

6. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

6.1 Essential

- A combination of relevant experience and education/training in a professional administrative position for a minimum of 2 years.
- Exceptional personal presentation with a professional manner for client relations.
- Excellent reception/switchboard skills and pleasant phone manner with an ability to remain calm and empathetic to difficult callers.
- Demonstrated experience in the organisation of general office functions and processes.
- Effective written and verbal communication skills.
- Advanced computer skills, including the ability to use Microsoft Office, email and web based applications.
- Ability to work both independently but also within a collaborative team environment.
- Well-developed interpersonal skills with the ability to work productively with a broad range of people from a variety of backgrounds and experiences, including directors, clients and other stakeholders.
- Exceptional multi-tasking and problem solving skills.

7. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public

- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times