



Role Title:	Reception /Admin	Reports to:	Business Manager
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Primary Location:	Forestec	Employment Type:	Permanent
Hours:	Full Time	People Leader:	No
Line of Business:	Business Services	Job Level:	Individual Contributor

GLaWAC considers that being of Aboriginal or Torres Strait Islander heritage is a genuine occupational requirement for this position under s28 of the Equal Opportunity Act 2010 (Vic.)

Role Purpose

The Receptionist provides a key customer service function for GLaWAC. They are the key interface for all enquiries through either phone, email or face to face at the Forestec office. They deliver the efficient running of the front office area, this includes the reception, desk general record keeping and providing administrative support as required. The Receptionist provides exceptional customer service and administrative support to internal and external stakeholders.

Role Accountabilities

Day to day Operations	<ul style="list-style-type: none"> Establishing client / customer-friendly approach to all face to face contacts, incoming telephone calls, email and front-of-house enquiries from all contacts including: Gunaikurnai community, Board members, public, visitors to GLaWAC, agency and business stakeholders Organising the day-to-day administration needs, this includes, but is not limited to; typing correspondence, ordering equipment/stationery/staff amenities, record-keeping, data-entry, file-management, photocopying, mail collection, cleaning, scheduling appointments, taking messages etc. Organising catering for internal and external stakeholder meetings Assistance for General Managers
Relationship Management	<ul style="list-style-type: none"> Provide a high level of support to other GLaWAC administration staff as part of a team that is efficient, effective and culturally respectful Regular liaison with stakeholders, members, elders and community leaders
Reporting	<ul style="list-style-type: none"> Create and maintain RAP and Water administrative files and meeting notes as required Assist with the collection of data for internal audits Assist with compliance with lease and other reporting requirements Support Business team when annual external audits required
OH&S	<ul style="list-style-type: none"> Undertake all work in a safe responsible manner using the correct safety practices to comply with relevant OHS legislation and company policy
Other	<ul style="list-style-type: none"> Support the finance administration officer as required Must demonstrate the GLaWAC values at all times Other duties as required

Specific Role Competencies

Essential	<p>Being of Aboriginal or Torres Strait Islander heritage is a genuine occupational requirement for this position</p> <p>Experience in a similar role</p> <p>Ability to communicate with people effectively at all levels</p> <p>Ability to build and maintain excellent working relationships</p> <p>Attention to detail</p> <p>Computer literacy, good skills in Microsoft Office Suite</p> <p>Demonstrated ability to manage multiple projects with competing timelines, good time management and organisational skills</p>
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GLaWAC Values: Respect – Encourage – Service – Persistence – Empathy – Courage – Teamwork



	Ability to problem solve Ability to work independently
Desirable	<ul style="list-style-type: none"> • Knowledge of Gunaikurnai culture, values, aspirations and customs and experience working with the Gunaikurnai people, community and key organisations and stakeholder groups • Experience working with Aboriginal people, including a demonstrated ability to communicate and engage sensitively and effectively with Traditional Owner led communities and organisations, knowledge of the social and cultural issues they experience along with a genuine appreciation and respect for their culture

Core Leadership Capabilities

CAPABILITY	BEHAVIOUR
Business Acumen	<ul style="list-style-type: none"> • Has a strong understanding of the business • Understands what GLaWAC does and how this applies to their role
Strategic Leadership	<ul style="list-style-type: none"> • Understands the key business goals of GLaWAC and how they contribute to it in their role
Collaboration & Stakeholder Management	<ul style="list-style-type: none"> • Builds and maintains strong relationships across the business and with partners • Works collaboratively with peers and other teams
Communication	<ul style="list-style-type: none"> • Tailors written and verbal communication to different audiences • Demonstrates active listening skills • Seeks clarification to build understanding of the other person's needs • Is able to express thoughts and articulate their ideas in a clear and concise manner (appropriate to the needs of the audience) • Effectively manages conflicts
Delivery Focus	<ul style="list-style-type: none"> • Always does what they say they will • Meets required deadlines with high quality output • Prioritises workload to achieve results and has the courage to ask for help if needed • Demonstrates the resilience to keep moving forward when faced with business challenges
Manages Self	<ul style="list-style-type: none"> • Is self-aware; knows personal strengths, weaknesses, opportunities and limits • Is cool under pressure, does not become defensive • Is open to and seeks feedback • Learns from mistakes

Mandatory Licence and Checks

- Mandatory random Drug and Alcohol Testing (Policy Agreement)
- Current Victorian Manual Driver's Licence
- Reasonable fitness to undertake duties
- Working with children check
- Satisfactory Police Check
- First Aid

Key Relationships

Internal

- All employees
- All leaders

External

- External Agencies
- Vendors and suppliers
- Community Members