

# Position Description:

## Head Office Administration Assistant



Role Title: Administration Assistant	Department or Function: Service Delivery
Reports to: HR & Administration Co-ordinator	Location: Putney

### ROLE PURPOSE

To manage reception and administrative tasks in a friendly and professional manner  
To provide office support to the Head Office team

<b>General Responsibilities</b>
<b>Reception</b> <ul style="list-style-type: none"><li>▪ Greet visitors in a friendly and polite manner</li><li>▪ Answer incoming calls</li><li>▪ Arrange for mail or courier of documents</li><li>▪ Organise outside meetings &amp; functions</li><li>▪ Ensure Boardroom is available and ready for meetings</li><li>▪ Provide tea and coffee as required</li><li>▪ Ensure front area of reception is kept tidy</li></ul>
<b>Administration</b> <ul style="list-style-type: none"><li>▪ Collect / distribute incoming mail including faxes.</li><li>▪ Register and take all outgoing mail to the post office daily or as required</li><li>▪ Order stationery and consumables in a timely manner</li><li>▪ Assist Head Office marketing staff with events preparation</li><li>▪ Support Head Office staff with filing, photocopying and mail outs</li></ul>
<b>Data Entry</b> <ul style="list-style-type: none"><li>▪ Enter and update data in the:<ul style="list-style-type: none"><li>○ Lifestart access database system for clients / staff / volunteer records.</li><li>○ ADHC HADS system for service delivery accountability</li></ul></li></ul>
<b>Technology</b> <ul style="list-style-type: none"><li>▪ Manage email account</li><li>▪ Manage the Boardroom outlook calendar</li><li>▪ Assist staff with web updates</li></ul>

### Critical knowledge / skills:

- IT literate

### Contacts within Lifestart:

- Head Office staff
- Branch staff

### COMPETENCIES & BEHAVIOURS

#### Essential Competencies:

- Interpersonal Communication
- Teamwork and internal/external customer service
- Organisational, time management and planning skills
- IT skills - Database management, MS Excel, Outlook, Word, PowerPoint & the Internet

Approved by: Suzanne Becker, Chief Executive Officer

Date: 24 June 2011