



Presbyterian Support
Southland



POSITION DESCRIPTION

Our **vision** is a community where all people can make the most of their strengths and feel included, valued and safe.

To bring this **vision into reality**, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.

Position: Part-time Reception/Administrator

Responsible to: Manager of the Home

Purpose To be responsible for all frontline reception duties and the timely and accurate completion of administrative activities for the facility

Key Tasks	Performance Standards
To be responsible for providing a professional front line service to visitors to the facility.	<ul style="list-style-type: none"> • Ensure that a professional image and a customer service focus is displayed at all times. • Alert the Administrator or Manager to any problems that may arise in relation to unauthorised visitors on the premises. • Provide a seamless reception service at all times, ensuring that relief cover is available before leaving reception area and that allocated duties are completed by this time. • Handle all incoming phone calls in a courteous and professional manner and direct to the appropriate Staff member – take accurate and complete messages. • Greet visitors in a professional and friendly manner, making them feel welcome and attending to their needs and advising appropriate Staff members of their presence where required.
To be responsible for the timely and accurate completion of all administrative requirements the facility.	<ul style="list-style-type: none"> • Complete all word processing and typing work as directed by the Administrator or Manager within negotiated time frames. • Post or fax correspondence as required, supplying copies of all correspondence to the author for filing. • Sign for incoming courier packs and various other deliveries and receipt where necessary.

Key Tasks	Performance Standards
	<ul style="list-style-type: none"> • Attend to all inwards and outwards mail as directed and distribute to appropriate area. • Complete work in a timely and accurate manner, meeting set deadlines. • Prioritise work in an appropriate manner in order to meet deadline requirements. • Ensure all work is treated with the utmost confidentiality. • Ensure work space is at all times maintained to a tidy and professional standard. • Have a demonstrated commitment to continuous quality improvement and accountable work practice.
<p>To provide assistance to the Administrator with day to day operations</p>	<p>Reception Duties: Respond to enquiries in a polite and courteous manner both by telephone and in person, promptly and effectively, and to deal appropriately with all communications.</p> <p>At the request of the Administrator</p> <ul style="list-style-type: none"> • Typing Services – provide accurate and efficient typing services, including report writing at the direction of the Manager. • Roster –Manage master roster, help to ensure absences in the roster are filled so the roster is complete and available for Staff two weeks ahead of time. This includes annual leave management. • Computer Systems – Be competent in the use of Microsoft Word and Excel. • Office Systems – In conjunction with the Administrator, ensure office systems are followed to the efficient running of the Home, including Timefiler and people ink programs . • Ensure any notified Staff absences are reported to the Manager. • Receipting and banking of all monies received as directed by the Administrator.
<p>To provide assistance to the Administrator with day to day activities</p>	<ol style="list-style-type: none"> 1. Mail To clear mail, and distribute it appropriately to Staff / Residents/Cottage Residents. 2. To be responsible for dispatching mail daily. 3. Stationery To take responsibility for ordering and/or purchasing stationery, in accordance with the organisation's procedures. 4. At the direction of the Manager <ul style="list-style-type: none"> • Typing Services – provide accurate and efficient typing services, including report writing at the direction of the Manager. • Roster – manage the Roster, regular days, annual leave, lieu days. This includes allocation sheets, annual leave, and lieu

Key Tasks	Performance Standards
	<p>days. Have two weeks of roster complete and available for Staff at all times.</p> <ul style="list-style-type: none"> • Computer Systems – establish and maintain computer record systems to support required recording systems with the service. Be competent in the use of Microsoft Word and Excel. • Office Systems – In conjunction with the Manager, to develop office systems which will contribute to the efficient running of the Home. • Ensure any notified Staff absences are reported to the Manager. • Receipting and banking of all monies received as directed by the Manager. • Responsible for Petty Cash and maintaining appropriate records. • To provide effective back up to ensure support needs of the team are met and attend regular meetings with the Manager to monitor and determine workload and determine likely support needs. • Provide human resource support for recruitment, interviews, and orientation management.
<p>Perform in accordance with the Health and Safety at Work Act 2015.</p>	<ul style="list-style-type: none"> • To understand and meet your personal obligations under the Health and Safety at Work Act 2015. • To understand importance of and be able to complete incident reports. • To be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out. • Demonstrate an adequate knowledge of Health and Safety requirements as a team member. • Ensure all new hazards are identified and reported and ensure all hazard controls are maintained and adhered to. • Adhere to all Health and Safety policies and procedures implemented by the Company
<p>Complete any other tasks, projects or responsibilities delegated or assigned by the Manager.</p>	<ul style="list-style-type: none"> • Assist the support Staff team with workflows. • When possible, ensure all other tasks, projects or responsibilities delegated or assigned by the Manager are completed accurately, professionally and in a timely manner.

_____ (Position Holder)

_____ (Manager)

_____ (Date)

PERSON SPECIFICATION

1. CORE COMPETENCIES

Competency	Definition
Adaptability	Maintaining effectiveness in varying environments and with different tasks, responsibilities and people.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the characteristics and needs of the audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience. Will feel comfortable working in a Christian value based organisation.
Customer Service Orientation	Proactively developing customer relationships by making efforts to listen to and understand customers (both internal and external), anticipating and providing solutions to customer needs, giving high priority to customer satisfaction.
Initiative	Making active attempts to influence events to achieve goals, self starting rather than adopting a reactive approach, taking action to achieve goals beyond what is required, being proactive.
Integrity	Maintaining and promoting social, ethical and organisational norms in conducting internal and external business activities.
Planning and Organising/Work Management	Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Teamwork/Collaboration	Working effectively with team/work group or those outside formal line of authority (e.g, peers, senior managers) to accomplish organisational goals, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.

2. QUALIFICATIONS

- Minimum of four years secondary education and preferably advanced level training in a range of word processing applications.
- Kiwihost or similar customer service training

3. EXPERIENCE

- Experience in an administration or office environment, with a particular focus upon customer service
- Excellent written and verbal communication skills

Agreed by:

_____ (Position Holder's signature)

_____ (Manager's signature)

_____ Date

Skills and Behaviours

The Presbyterian Support Southland (PSS)/Enliven Skills and Behaviours are the things you should do to demonstrate our vision. The foundation of our vision is as follows, and as an organisation we seek to live our five core values in everything we do.

RESPECT MANAAKI

Respect for our heritage

COMPASSION AROHA

Compassion with empathy

FAMILY WHĀNAU WHĀNUI

Celebration of family

COMMUNITY IWI WHĀNUI/HĀPORI

Communities that make a difference

ACCOUNTABILITY WHAKATAU TIKA

Holding ourselves accountable

Skills and Behaviours are broken down into components which all work together. As an organisation, we expect all our people to demonstrate these skills and behaviours in everything they do.

Communication

Communicates both orally and in writing in a manner which is clear, fluent and to the point, honest and open. Conveys messages in a credible way that holds the audiences attention, including readers and in group and one-to-one situations.

Client Focus

Aware of and understands PSS mission and values and delivers services within this context. Monitors and upholds high quality of service, working in a co-operative, respectful manner with colleagues, clients and wider community.

Self Determination

Maintains a high level of drive with a positive attitude and enthusiasm towards hard work and meeting challenges.

Team Work

Works positively toward achieving team and organisational goals by encouraging teamwork and promoting respect and understanding of different opinions and backgrounds.

Accountability

Takes personal responsibility and accountability for own work and performance. Takes timely decisions and commits to clear courses of action. Able to accept things may have been done better not blaming other factors.

Self Improvement

Takes responsibility for own development and actively pursues learning and development opportunities.

Planning and Organising

Sets clear objectives, plans and organises work of self and team with defined action steps for achieving planned outcomes.

Problem Solving and Decision Making

Analyses problems, breaks into core parts, investigates, evaluates and generates appropriate solutions.

Agreed by:

_____ (Job holder’s signature)

_____ (Facility Manager’s signature)

_____ Date