



Position Description

Receptionist

The Organisation: *Hohepa Canterbury*

When you work at Hohepa Canterbury, you are part of something very special. We are a community leader providing services and support for people living with an intellectual disability based on the anthroposophical principles of Rudolf Steiner. We actively engage with the people we support to empower them to develop to their fullest potential and lead enriched and meaningful lives in a holistic, supportive environment.

Our Mission, Vision and Values: *Our reason for being*

Every Life Fully Lived

Supportive communities, inspired by anthroposophy, that celebrate diverse ways of being human

Sustainability Whakamana Equality

The Opportunity: *Where the role fits within Hohepa and delegated authorities*

Title:	Receptionist
Reporting to:	Business Support Team Lead
Department:	Administration
Direct reports:	Nil
Financial delegation:	Nil
Other delegation:	Aligned to delegation's matrix

About the role:

Our receptionist in the face of Hōhepa Canterbury. They are the first to greet visitors to our busy office environment and the first point of contact for disabled people we support, whānau and staff with general queries.

The receptionist is responsible for ensuring our office environment is kept well organised and to a high standard. They ensure we have the things we need.

Key relationships:

Direct relationships	Internal relationships	External relationships
<ul style="list-style-type: none"> People visiting Hōhepa 	<ul style="list-style-type: none"> Disabled people supported at Hōhepa Whānau Support coordinators Administration team members Management team members Leadership team members 	<ul style="list-style-type: none"> Cleaning company Courier services Copy and print contractor Office supplies provider

Key responsibilities: *Expectations and outcomes of this role*

Accountability	Reception
Deliverables and outcomes	<ul style="list-style-type: none"> Meet and greet visitors, connect to the person they are meeting Ensure sign in to Vistab Answer main phone line and direct calls Key point of contact for disabled people, whanau and staff coming to the office

Accountability	Mail
Deliverables and outcomes	<ul style="list-style-type: none"> Collect mail from the PO Box Open, allocate, scan and record mail as appropriate to each document Manage info@hohepacanterbury.com mail box Ensure parcels and mail is collected regularly from reception

Accountability	Office management
Deliverables and outcomes	<ul style="list-style-type: none"> Keep shared kitchens tidy, particularly at start and end of day Ensure dishwasher is on at end of day Ensure supplies of milk, coffee, tea, sugar and gas canister for Soda Stream are maintained Manage coffee pods for coffee machine (order on behalf of team)

Accountability	Logistics
Deliverables and outcomes	<ul style="list-style-type: none"> Accept deliveries to main office, know which ones to direct to other sites Allocate deliveries through Hohepa Courier or staff pick up for Weleda, Nurse Maude, office supplies, medication and others

Accountability	Procurement
Deliverables and outcomes	<ul style="list-style-type: none"> • Staff point of contact and order supplies for: First Aid Kits, Civil Defence Kits, PPE, Will & Able, stationery, copier ink and others

Accountability	Administration support
Deliverables and outcomes	<ul style="list-style-type: none"> • Manage travel bookings through Orbit for staff and disabled people Hohepa supports • Manage taxi bookings • Point of contact for coordination of administration tasks including farewell cards or gifts • Coordinate the purchase of concert and event tickets for disabled people Hohepa support • Maintain staff and client directories • Accountable for document server

Accountability	Manage bookable spaces
Deliverables and outcomes	<ul style="list-style-type: none"> • Maintain calendar of shared bookable spaces for the team. Ensure the right space is booked for the right meeting. • Act as a point of contact for external parties booking spaces including the Hall or Artemis. Ensure hire agreement signed, bookable equipment checked out/in and sites are left appropriately.

Accountability	Health and safety
Deliverables and outcomes	<ul style="list-style-type: none"> • Takes all practicable steps to ensure personal safety and the safety of others as a matter of priority, and ensure that all hazards identified are eliminated, isolated or minimised. • Ensure all health and safety hazards, near misses, accidents and incidents are reported and recorded accurately • Ensure that all specific Health and Safety Responsibilities outlined in the Hohepa's Health and Safety Policy are undertaken in accordance with procedure. • Inform staff, contractors or other persons (as appropriate) of any hazards to health and safety which are known to be associated with the work you perform and the steps to be taken to control any such hazard.

Accountability	Miscellaneous
Deliverables and outcomes	<ul style="list-style-type: none"> • The role is a general one as tasks from time to time will be required by the Canterbury Regional Board

Person specification: *experience, qualifications and knowledge required to fulfil the role*

Qualifications, skills, experience	Personal attributes
<p><u>Essential</u></p> <ul style="list-style-type: none">• Intermediate user of MS Office• Good level of organisational skills• Diary, email and phone management• Be organised and able to meet deadlines• A full class 1 NZ driver's license <p><u>Desirable</u></p> <ul style="list-style-type: none">• Experience and willingness to keep databases and systems up to date• Discretion, good judgement and flexible approach to a varied workload• Engaged in continual professional and personal development	<ul style="list-style-type: none">• Creates a warm and welcoming atmosphere as the face of Hohepa• Able to manage competing priorities• Able to take initiative• Relationship driven, people come first• Excellent oral and written communication skills• Articulate and confidence, able to promote the Hōhepa brand• Professional in personal presentation and manner• A positive and friendly attitude

Disclaimer:

The above statements are intended to describe the general nature and level of work to be performed by the position holder. They should not be considered an exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation