

Position Description

Role Specification

Role Title:	Administrator Receptionist		
Business Unit:	Enliven	Location:	Enliven Home

Reports to: (role title)	Home Manager
Direct reports (role titles)	
Total employees (total number of employees reporting through to this role, if applicable)	

Purpose of the role (What the role does; how the role contributes to the organisation goals)
<p>To provide a responsive, efficient and confidential support service to the Facility Manager to enable them to achieve total quality management of the facility to make it a warm, caring, safe and secure environment for residents.</p> <p>To ensure the “public face of the business” viewed by visitors and clients is consistent with the organisation’s mission, goals and objectives.</p>

Key Accountabilities (Key activities, tasks and outcomes to be achieved)

<p>Reception Customer Duties</p> <ul style="list-style-type: none"> • Oversees the reception area of the facility. Is the first point of contact for enquiries (both in person and by phone). • All visitors are appropriately welcomed (meet and greet) • All queries are responded to in a timely manner. • Signage and appropriate equipment is present for visitor self-help during breaks and times where reception unattended. • The reception area is maintained in a professional, tidy condition during core office hours. • All visitors are signed in and connected with the Enliven person they are meeting. • Inbound telephone calls are received and directed through to the appropriate recipient. • Answer phone messages are cleared at least twice daily and passed onto intended recipient. • Faults and maintenance issues are reported as required. • Other duties are undertaken as requested. <p>Administration</p> <ul style="list-style-type: none"> • Provides administrative support to the management team of the facility. • Routine correspondence is drafted for the Facility Manager. • Spreadsheets, presentations are completed promptly and effectively.

Initials: _____

- Minutes of meetings are taken as required, minutes are accurate.
- All administration tasks are accurate and presented to a high standard.
- Accuracy and confidentiality is ensured when dealing with and distributing correspondence, mail, e-mail, and filing, telephone calls and relaying messages.
- The Facility Manager is informed when matters of an urgent or sensitive nature arise

Accounts Management

- Maintains accounts payable and receivable for the facility.
- Assists the Facility Manager with Payroll management.
- Invoices are received, coded for the Manager to approve and sent to Central Office for payment.
- Invoiced goods or services are checked that have been signed as received by the appropriate staff member.
- All resident contact details are correctly entered and maintained.
- Monthly invoices are processed for all residents, together with all other revenue streams such as day care.
- All receipts are entered into the system accurately.
- Bank statements are reconciled as they are received.
- All outstanding debtors are actively managed in liaison with the Facility Manager.
- Timesheets are correctly completed, returned by all staff and have been authorised.
- The fortnightly Pay Schedule is completed on required due date, for the Facility Manager to check and authorise.
- All staff leave applications are processed, checking that they are authorised prior to forwarding them to Payroll.
- Assistance with staff rosters is provided, where required.
- Pay schedule and leave applications are completed, in the correct format, accurate, correctly authorised, and sent on time.
- Accounts processes are completed on time, according to procedure, accurately, and effectively.
- Processes are streamlined and effective and data can be quickly and easily provided on request.
- Financial and other organisational data is secured and confidentiality is maintained.

Health and Safety

- Complies with current Health and Safety legislation and practice
- Ensures all PSC Health and Safety procedures are complied with by contractors and visitors where possible

Core competencies

Organisational Commitment

- Automatically adjusts priorities and is prepared to demonstrate flexibility and attend to unexpected problems or to meet urgent pieces of work.
- Demonstrates organisational loyalty and works in partnership to assist staff in the delivery of administration and reception services to the organisation's clients.
- Behaves in a way that is consistent with its mission, values and ethical standards.
- Balances personal priorities and perspectives with those of colleagues and the organisation as a

Initials: _____

whole.

Co-operation and Team Work

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their criticism of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.

Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.

Interpersonal Relations

- Is confident, cheerful and interacts easily with people.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

Quality Focus and Flexibility

- Maintains concentration when undertaking WP, transcribing dictation and database management and analysis work; ensures a high level of accuracy and minimal rework in both text driven and numerical work.
- Ensures a high level of accuracy in all recording and/or filing of written information and database information.
- Understands the processes associated with establishing and maintaining information databases and has demonstrated experience in managing and manipulating database information.
- Completes tasks and follows through on promises, within pre-determined timeframes.
- Shows flexibility – able to work comfortably on more than one request, task or project.

Results Focus

- Takes action on things that obviously need to be done before being asked.
- Anticipates the administration and reception needs of their manager
- Structures day around achieving objectives and varies their work rate to deal with workloads (e.g. speeds up when required to ensure deadlines are met).
- Displays a “can do” attitude – explores all available avenues to solve the situation first before seeking help.
- Demonstrates independence – establishes own routines and deadlines; does not leave completely to the manager to highlight.
- Is resourceful – able to obtain and compile information or resolve issues without having to trouble

Initials: _____

others.

Health and Safety

- Complies with responsibilities under the Health & Safety at Work Act (HSWA) 2015
- Has read and understood the PSC Health & Safety manual
- Actively supports and complies with all Health & Safety Policy and procedures
- Ensures the safety of all employees working under their direction
- Evidence of active participation in hazard identification and management process
- Proactively reports and remedies any unsafe work condition, accident or injury, stress or discomfort

Key Relationships

Internal

- All staff within the facility
- Other PSC staff

External

- Residents, Family/whanau, Visitors, Resident's advocates
- Organisations involved with elderly care
- Allied health professionals & Assessment and rehabilitation agencies
- Suppliers of goods and services
- Wider community

Person Specification

Key job requirements

Qualifications

- Minimum level 2 NCEA or equivalent
- Office or administration qualification preferred

Knowledge and Experience

- Experience in front line customer service roles that has involved telephone and face to face interpersonal skills
- Accurate keyboard skills and a good working knowledge of MS Office.
- Working knowledge of accounts payable, accounts receivable, petty cash and associated accounts processes and systems
- Knowledge and understanding of payroll administration, including calculation of entitlements and leave administration.
- Exposure to charitable organisations preferred

Treaty of Waitangi

Enliven, Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Maori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.

Initials: _____

The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.	
Signed:	Date:
Employee's Name:	

Prepared by: (Name and position)		Date:	
Approved by: (Name and position)		Date:	

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