



Receptionist/Administrator

UNIT/TEAM

Administration

REPORTS TO

Office of the Chief Executive

BUSINESS GROUP PURPOSE

MASH Trust delivers residential and community support services for people with intellectual, physical, and psychiatric disabilities living in the Lower North Island. The Support Services within the Trust are responsible for providing services and advice to the Operational Branch to enable client support services to be delivered according to best practice within a Quality Framework.

MASH Trust is concerned with facilitating and actively promoting quality of life by attending to the physical, mental, spiritual, and social health of individuals, families, Whanau, or groups as well as the interactions between both these and the wider community.

ROLE PURPOSE

The role of Receptionist/Administrator is responsible for providing high quality, effective, and efficient administrative support. This will enable the organisation to fulfil their responsibilities operationally and to the public, ensuring an excellent standard of service is provided to stakeholders. The Receptionist/Administrator will undertake day to day organisational administration, as well as incorporating reception & telecommunication functions within their role.

The Receptionist/Administrator is also expected to ensure the implementation of the philosophy, virtues, policies, and objectives of the Trust through being effective, efficient, and courteous. All employees are expected to perform their tasks in accordance with the principles of the Treaty of Waitangi and be understanding of the needs of people within our services.

SCOPE OF ROLE

The Reception/Administrator role is a key function within MASH Trust contributing to the overall effectiveness of the organisation.

MASH TRUST MISSION

Working together to achieve great lives

OUR VALUES

Relationships	Build open relationships based on honesty and respect
Communication	Communicate with an open mind and heart
Mana	Recognise and promote the mana and strengths of the individual
Opportunities	Take opportunities to learn and grow together
Believe	Believe that together we will make a difference
Fun	Make fun a goal

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>Reception Duties</p> <p>Provide an effective, professional, courteous, and personalised telephone service for all incoming calls and divert the calls to the relevant people within the organisation.</p> <p>Provide an effective, professional courteous and personalised reception service to all employees, visitors and clients entering the premises. Ensure all employees, visitors and clients are introduced to appropriate employees according to their needs</p> <p>Ensure that all visitors sign visitor logbook and are made aware of hazard identification and control register Where employees are not available to receive telephone calls, make a detailed written or electronic message and deliver to employee as soon as practicable</p>	<p>Reception is available as per opening office hours (other than breaks or authorised leave) to answer any queries A pleasant, courteous, and professional manner is observed Visitors to MASH Trust are welcomed in a friendly and professional manner</p> <p>Reception area is maintained in a clean and tidy condition.</p> <p>Complaints or concerns reported</p> <p>All visitors have signed in visitors' book</p> <p>All employees receive accurate and detailed messages in a timely manner</p>
<p>General</p> <p>Undertake administrative functions to ensure all functional relationships with key stakeholders are supported - this includes (but is not limited to).</p> <ul style="list-style-type: none"> • word processing • statistical data entry • collation of information from MASH services • ordering of supplies • forms & memo management • minute taking 	<p>Tasks are completed in an accurate and timely manner</p> <p>Confidentiality is always maintained</p> <p>MASH approved templates are used for documents</p>
<p>Establish office processes and procedures to ensure the smooth running of day-to-day operations, and provide access to support and information for the organisation as required</p> <p>Ensure the reception area is always kept clean and tidy</p> <p>Provide a first point of contact to respond to correspondence, emails, and other communications within established timeframes</p> <p>Pro-actively manage any complaints or concerns in the first instance, escalating when necessary</p>	<p>Established processes and activities are in place to support all areas of the organisation</p> <p>Reception area is maintained in a clean and tidy condition</p> <p>All correspondence is responded to and distributed in a timely manner</p> <p>Ensure all complaints are responded to and resolved within a timely manner</p>
<p>Instigate and manage filing and archiving as required</p>	<p>Documents are filed and archived in a timely and accurate basis.</p>

<p>General</p> <p>Distribute and post daily mail</p>	<p>Mail is distributed to relevant employees.</p> <p>Mail is posted each day within timeframes.</p> <p>Confidential mail is handled appropriately.</p>
<p>Distribute MASH forms to worksites as requested</p>	<p>All worksites have up to date forms ensuring there are adequate supplies available.</p>
<p>Respond in a timely manner to enquiries and actions regarding maintenance of MASH houses</p>	<p>All services have been informed of planned contract work and requirements.</p>
<p>Undertake deliveries or pickups when required</p> <p>Organising meeting room bookings and catering as required</p> <p>Arrange travel requirements as required</p>	<p>Deliveries and pickups are completed in a timely manner.</p> <p>Meeting rooms are set up and broken down when required.</p> <p>Meeting rooms are kept in a clean and tidy condition.</p> <p>Accommodation & transport are arranged accurately and in a timely manner. Travel requisitions and associated request forms are completed and approved appropriately.</p>
<p>Ensure office provisions and supplies are ordered as per the policy and there are adequate supplies to ensure they do not run out and are up to date.</p>	<p>Organisational/Head Office provisions are ordered and kept up to date.</p>
<p>Accept responsibility for Deputy Building Warden</p> <p>Assist with evacuation drills and protocols</p>	<p>Assist with ensuring all employees are evacuated from Site when the fire alarm is activated.</p>
<p>Maintain telephone list and service directory</p> <p>Provide information regarding organisation contact details</p>	<p>Telephone list and service directory is up to date and available to all employees.</p>
<p>Provide general administration and word processing support to managers</p> <p>Provide administrative support to other services such as word processing and function management support</p> <p>Attending meetings as required taking minutes and providing support for follow up actions and distribute appropriately</p>	<p>Work is completed to a high standard and in a timely manner</p> <p>Tasks are completed accurately and on a timely basis</p> <p>All meeting information and minutes are accurate, to a high standard and are distributed on time</p>
<p>Receiving and distributing of sensitive information</p>	<p>Ensure all protocol and processes for passing on information is followed.</p>
<p>Perform any other duties assigned for which you are qualified and/or competent to undertake providing such additional tasks are given by a lawful instruction as directed by the manager</p>	<p>Work is completed to a high standard and on time</p> <p>Provide assistance with other duties as requested</p>

<p>Assist with events as required by Senior Management. These may include (but are not limited to):</p> <ul style="list-style-type: none"> • Annual MASH Staff Excellence Awards • MASH Annual General Meeting • Other organisational competitions • Any other organisational or management meetings or events. 	<p>Projects are managed and carried out according to standard project management practices and organisational standards</p> <p>Events are organised with excellence, innovation and carried out in a professional manner and to agreed standards</p>
<p>Deliver on overall MASH contribution as required to ensure MASH's overall business goals are achieved as well as developing own professional abilities</p> <p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders</p>	<p>Assist any other department of MASH when required and as agreed</p> <p>Process all MASH information as per approved electronic records management system and procedures.</p> <p>Create and maintain relationships</p>
<p>Policy and Statutory Compliance</p> <p>Maintain current knowledge of all organisational policies, procedures, and guidelines</p>	<p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop and maintain professional knowledge and contacts.</p> <p>Participates in MASH's performance management programme.</p>
<p>Health and Safety</p> <p>Model the purpose and ethos of the organisation by maintaining own personal wellbeing and take no action or inaction that may harm you or others in the workplace</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with MASH Trust's Health and Safety Strategy and associated policies</p> <p>Contribute to a strong Health and Safety culture across MASH</p> <p>Model behaviours that support the Health and Safety policies of MASH</p> <p>Provide administration support for Health and Safety Manger</p> <p>Back up responsibility for Fire Warden</p>	<p>Take all reasonable, practicable steps to ensure your own and others safety</p> <p>Participate in Emergency Management activities.</p> <p>All employees are evacuated safely from Head Office when fire alarm is activated</p>

COMPETENCIES

A successful Receptionist/Administrator at MASH Trust will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations
- **Communication** - Communicate in a clear, confident, and articulate manner. Is effective at influencing others
- **Critical Thinking** - Critically analyses and evaluates information in a logical way when solving complex problems
- **Emotional Intelligence** - Perceives and manages emotions in self and others. Relates well to others, with strong interpersonal skills
- **Negotiation** – Is effective in influencing the thoughts and actions of others. Successfully negotiates and persuades others to align with their goals
- **Resilience** - Remains calm, composed, and optimistic in stressful or high-pressure situations
- **Judgement** - Is confident making judgements based on the information available, even if it is not complete or the situation is ambiguous
- **Ingenuity** - Generates and implements new and innovative solutions, ideas, and approaches to problems. Anticipate issues before they arise

EXPERIENCE/QUALIFICATIONS

- Proven experience in an administration role within a complex organisation
- Ability to communicate empathetically and professionally, both written and verbal
- Excellent time management skills
- Ability to produce work of a high standard, meticulous attention for detail and accuracy.
- Well-developed word-processing (MS Word) and (MS Excel) skills. Sound knowledge of ICT systems
- Ability to build strong positive working relationships at all levels and work effectively in a team environment or as a stand-alone person
- Be a self-starter who continually identifies and implements ways to improve own performance and manage own workload
- A 'can do' motivated work attitude, and a good sense of humour
- Aptitude and ability working in an electronic working environment
- Knowledge of Tikanga Maori is preferable but not essential

KEY RELATIONSHIPS

- Senior Management Team
- Executive Leadership Team
- Other MASH Managers and-employees
- People supported by MASH
- Family/Whanau and Tangata Whenua
- Service Providers
- External visitors/contractors/clients