

JOB AND PERSON SPECIFICATION

1. POSITION DETAILS			
Position Title	Corporate Services Officer – Front desk	Date Approved	October 2017
Portfolio	Corporate Services	Status of Employment	Contract position up to 30 June 2018 (Possibility of extension subject to continued funding)
2. POSITION CONTEXT			
Organisational overview	Why We Exist To connect the Primary Health Care system and improve the health and wellbeing of our community.		
	Our Team Values <ul style="list-style-type: none"> • We actively listen and communicate with empathy and respect. • We do what we say we will do. • We take time to build relationships. • We deliver work to high standard for best possible outcomes. • We find ways to communicate and collaborate within and across teams, to ensure a shared understanding. • We undertake our roles with a positive, can do attitude and genuine desire to help each other • We are resourceful and solution focused. 		
Job purpose statement	<ul style="list-style-type: none"> • The CSSO – Front Desk provides highly effective and professional corporate services support to all our internal & external customers by delivering friendly, professional and timely support. 		
Reporting/working relationships	Reports to: <ul style="list-style-type: none"> • Executive Manager Corporate Services 		
Line management responsibility	N/A		
Special conditions	<ul style="list-style-type: none"> • Some out of hours work may be required for which time off in lieu may be taken. • Must possess and maintain a current Driver's Licence and be prepared to use vehicle (reimbursement of kilometre costs will be made in accordance with the relevant Award). • Must maintain a current Police clearance. • APHN is a smoke free workplace. • Participate in Performance Review & Development process. 		

3. KEY RESULTS, ACCOUNTABILITIES AND PERFORMANCE INDICATORS

Key Result Area	Accountabilities and Outcomes <i>(What is to be achieved – responsibilities and duties)</i>	Key Performance Indicator <i>(This is the measurement criteria for how each accountability/responsibility is achieved)</i>
Professional Development	<ol style="list-style-type: none"> Participate in the Corporate Services portfolio's commitment to continuing professional development by attending all team and staff meetings and internal staff training and development as required. 	<ol style="list-style-type: none"> Attended and contributed to team meetings, attended conferences/workshops relevant to role, and attended APHN staff meetings and/or training as required.
Reception	<ol style="list-style-type: none"> Provides professional reception service including but not limited to answering all incoming enquiries, receiving all guests and deliveries and logging and notifying appropriate delegates of their arrival. Ensure all APHN correspondence is dealt with efficiently including collecting, logging in CRM and distributing accordingly. Thorough completion of Opening and Closing procedures daily Maintain all meeting rooms to the expected standard each day. 	<ol style="list-style-type: none"> All phone calls and emails are handled in a courteous, friendly and effective manner or by the appropriate redirection of callers and emails as required. All visitors are greeted in a professional manner upon arrival. Mail is dealt with daily prior to 11am and all messages are passed on with ½ hour of receiving them unless urgent. Building is opened and closed daily as outlined in reception procedure. All meeting rooms are to be found set up and refreshed daily
Corporate Services Support	<ol style="list-style-type: none"> Check prioritise and delegate tasks sent to the Reception and Enquiry email inbox. Coordination of all internal Corporate Service requests. Assist with all Events admin support such as RSVPs, event preparation and recording in CRM Management and ordering of all office amenities, maintain stationery and copiers requirements and ensure kitchen is stocked appropriately. Support of updating all Policies and procedures as directed on SharePoint. Completing processes in relation to New & Exiting Employees as per the HR processes. Management of Company Vehicle including km logs, cleaning and servicing etc 	<ol style="list-style-type: none"> Timely & regular delivery of tasks and liaising with staff regarding deadlines if required. Timely and professional completion or delegation of all internal Corporate Service requests Appropriate event documentation is prepared in required time frame and organisation skills utilised to support the delivery of meetings and events. Organisation amenities and supplies are constantly reviewed and maintained. All SharePoint policies and procedures are maintained and reviewed as required New & Exiting employees' details are created or deleted in relevant records as requested. Company Vehicle Car logs are maintained fortnightly and cars are cleaned and services as per schedule.

4. ESSENTIAL MINIMUM CAPABILITIES			
Skills and abilities	<ul style="list-style-type: none"> • A passion and commitment to improving primary health outcomes within our community. • Ability to support APHN objectives to deliver outcomes within a tight timeframe and displaying behavioural flexibility. • Demonstrated ability to work as a member of teams and across multi-disciplinary teams with competing priorities. • Exceptional communications skills and proven ability to develop relationships and work collaboratively. • Proven database skills and data entry for the management of our CRM systems • An ability to take minutes of meetings. • Desktop publishing skills 		
Experience	<ul style="list-style-type: none"> • Proven experience in the delivery of professional Reception and Corporate Services support requirements 		
Knowledge	<ul style="list-style-type: none"> • Knowledge and experience in using the Microsoft Office Suite of software. • Client Management systems 		
Qualifications:	Business Administration or similar		
5. DESIRABLE CHARACTERISTICS			
Attributes/experience	<ul style="list-style-type: none"> • A sense of humour. • Capacity to represent the organisation in a professional manner. • Previous experience ideally within the health sector desirable but not essential 		
6. ORGANISATIONAL REQUIREMENTS			
Compliance	<ul style="list-style-type: none"> • Employees must support the aims and objectives of APHN through understanding and implementation of the APHN Strategic Plan and Objectives. • Be aware of and adhere to APHN's policies and procedures. • Display a commitment to and demonstrate APHN Values. 		
7. ACKNOWLEDGEMENT AND APPROVAL			
<p><i>Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job & Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.</i></p>			
ACKNOWLEDGED BY EMPLOYEE:		Date:	Signature:
APPROVED BY CEO:	Deb Lee	Date:	Signature: