

POSITION DESCRIPTION

1. Position Details

Item	Description
Position Title	Reception and Admin Worker
Program Name	Operations
Position Type	Part-time fixed term to 30 June 2027 Hours of employment - 28 hours a week Monday to Thursday
Classification	SCHADS Award – Social & Community Services Employee Level 2
Reports To	Operations Manager
Office Location	Campsie and all offices as required
Region	Canterbury-Bankstown, Inner Sydney and Inner Western Sydney areas
Direct Reports	Nil

2. Position Purpose

The Reception and Admin Worker provides front-of-house reception, customer service and administrative support across Metro Assist sites, ensuring day-to-day reception and office administration functions operate efficiently, accurately and in line with organisational requirements.

The role is responsible for greeting clients and visitors, answering and directing telephone and email enquiries, supporting room bookings, maintaining accurate records and assisting with routine office administration processes.

The role requires a professional, calm, and service-oriented approach, including the ability to communicate clearly with clients, staff, volunteers, students, service providers and visitors from diverse cultural and language backgrounds. The role operates within established policies, procedures and work instructions and escalates more complex or sensitive matters to the Operations Manager or relevant service team.

The role requires confident user-level proficiency in Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint, and the ability to use office administration systems and processes accurately. This includes maintaining electronic files, updating registers and lists, supporting room booking and reception systems, and assisting staff to follow established administrative processes.

3. Key Responsibilities

Responsibility Area	Key Activities
Reception and Customer Service	• Cover day-to-day reception duties, including greeting clients, visitors, staff and contractors in a professional and culturally respectful manner. • Answer incoming calls, emails and in-person enquiries; triage and direct enquiries to the appropriate staff member, program or service using approved information sources. • Manage client and visitor attendance, sign-in processes, messages, deliveries and general reception records. • Maintain client waiting areas and reception spaces so they are welcoming, safe, tidy and service-ready. • Use established procedures to respond to challenging interactions, complaints, safety concerns or urgent matters and escalate appropriately. • Apply cultural understanding and respectful communication in day-to-day work with clients and visitors.
Office Administration and Site Support	• Provide routine office administration support including mail, scanning, photocopying, document filing, stationery, supplies, kitchen and consumables, deliveries and basic site administration. • Assist with implementation of administrative procedures in accordance with organisational policies and procedures. • Maintain telephone extension lists, contact lists, staff directories, reception information and other routine administration registers. • Support staff and administration meetings through room set-up, document preparation, agendas, meeting notes or minutes as required. • Follow established processes for reporting maintenance, facilities, equipment and system access issues.
Records, Microsoft 365 and SharePoint	• Maintain office file management, electronic filing and records in accordance with procedures, including SharePoint libraries, SharePoint lists, shared drives, registers and relevant databases.

Responsibility Area	Key Activities
	• Use Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint, for routine communication, document creation, data entry, register maintenance, file storage and information sharing. • Maintain reception manuals, electronic filing structures, templates and database records as required. • Assist staff with routine navigation of established administration systems, templates and SharePoint locations, noting that technical support remains outside the scope of the role. • Support accurate document control, version management and retention of administrative records within approved systems.
Room Booking and Facilities Coordination	• Oversee meeting room and interview room bookings and provide administrative support to room users as required. • Use Outlook, Teams and/or the relevant booking system to maintain room availability and room booking records. • Respond to room user queries and escalate room, equipment, IT or facility issues using established procedures. • Support room set-up, attendance lists, basic communications and post-meeting or post-event administration where required.
Business Communication and Team Support	• Prepare routine correspondence, forms, registers, meeting notes, agendas, minutes and other documents as requested. • Liaise with staff and external agencies in relation to reception, room bookings, records and administrative matters. • Respond to routine correspondence from external services and direct non-routine matters to the relevant staff member. • Share relevant reception, room booking and administration information with staff across sites through appropriate channels. • Work collaboratively with team members, program staff,

Responsibility Area	Key Activities
	volunteers and students and provide guidance on established reception and administrative procedures where required.
Compliance, Safety and Information Security	• Adhere to organisational policies and procedures, the Code of Conduct, service delivery standards, WHS requirements and relevant legislation. • Maintain confidentiality, privacy and appropriate professional boundaries when handling client, staff and organisational information. • Comply with organisational information security policies, standards and procedures relevant to the reception and administration area. • Participate in required WHS, privacy and information security training and apply instructions in day-to-day work. • Identify and escalate suspected or actual information security, safety, privacy, behavioural or service delivery concerns promptly.
Continuous Improvement and Professional Practice	• Suggest practical improvements to reception, administration, records, SharePoint pages or libraries, forms, registers and office processes within the role scope. • Contribute to discussions around administrative practices, systems and process improvements. • Attend supervision, training, team meetings and professional development as required. • Adapt administrative practices in response to agreed procedural, system or service changes.
Cross-site Support and Other Duties	• Provide reception and administrative support at other Metro Assist sites as rostered or directed. • Maintain consistent reception and administration standards across sites. • Assist with specific projects, events or site-based tasks related to reception, administration, records, room bookings or office processes. • Undertake other duties within the SCHADS Level 2 classification as directed.

4. Key Relationships

Internal	External
Operations Manager Reception and Administration team Program managers, team leaders and service staff Corporate Services, HR, Finance and IT Volunteers and student placements	Clients, visitors and community members Service providers, contractors and suppliers Community service partners and external agencies Room users and meeting participants Referral agencies and partner organisations

5. Key Capabilities

- Professional front-of-house customer service and client engagement skills in a community service environment.
- Confident user-level proficiency in Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint.
- Strong administrative, organisational and time management skills, with the ability to follow established systems and processes.
- Attention to detail and accuracy in data entry, electronic filing, registers and records management.
- Clear, respectful and culturally responsive communication with clients, staff and external stakeholders.
- Ability to manage routine competing priorities, seek guidance when needed and escalate complex or sensitive matters promptly.
- Understanding of confidentiality, privacy, information security and safe work practices.
- Ability to work collaboratively across sites and teams.

6. Qualifications and Experience

Essential:

- Demonstrated experience in reception, administration, customer service or office support roles, preferably in a community or human services environment.
- Experience using Microsoft 365 applications, including Outlook, Word, Excel, Teams and SharePoint, and routine office administration systems.
- Experience maintaining electronic files, records, registers, databases, calendars, inboxes and routine business correspondence.
- Ability to answer and direct phone, email and in-person enquiries professionally and accurately.
- Understanding of confidentiality, privacy, WHS and information security requirements.
- Ability to communicate respectfully with clients, visitors, staff and stakeholders from diverse cultural and language backgrounds.

Desirable:

- Certificate III or IV in Business Administration, Community Services or related field.
- Experience in the not-for-profit, community services or multicultural service sector.
- Experience using client management systems, room booking systems, SharePoint lists/libraries or similar administrative platforms.

7. Compliance Requirements

- Current Working With Children Check.
- Current National Police Check.
- Compliance with organisational policies and procedures.
- Compliance with organisational information security policies, standards, plans and procedures relevant to the reception and administration area.
- Maintains the security, confidentiality and appropriate handling of client, staff and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security, privacy or safety incidents in accordance with organisational protocols.
- Completes other employment screening, checks or mandatory training required for the role.

8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

9. Decision Making and Accountability

The role works under regular supervision and within established organisational policies, procedures, work instructions and guidelines. The role may exercise limited initiative and judgement in prioritising routine reception and administrative tasks, managing information and supporting office processes. Complex, sensitive, high-risk or escalated matters, including complaints, safety concerns, information security issues or matters outside established procedures, must be referred to the Operations Manager or relevant manager.

10. Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

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This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description – Reception and Admin Worker
Program / Team	Operations
Version	1.0-2026
Approved By	Operations Manager / Human Resource Manager
Approval Date	July 2026
Review Date	July 2028
Document Owner	Human Resources