



Position title	Receptionist and Administrator
Group	Operations
Employment status	Full time, ongoing (job sharing available for the right candidates)
Salary Range	As per SCHCADS Award
Position reports to	Facilities Coordinator
Location	Abbotsford
Delegation	N/A

Organisation environment
Djirra¹ is an Aboriginal Community Controlled Organisation with over 20 years' experience accompanying Aboriginal and Torres Strait Islander women, and their children, on their individual journeys. We find solutions through Aboriginal and Torres Strait Islander women sharing their stories, journeys, and experiences. Djirra celebrates women's strength and resilience. We are committed to a future without family violence. We deliver holistic, culturally safe, specialist family violence support, legal services and case management, alongside cultural and wellbeing workshops and programs. Our services have state-wide reach, touching every part of Victoria to meet the needs of Aboriginal and Torres Strait Islander women. Self-determination is the foundation of everything we do. Djirra amplifies the voices of Aboriginal and Torres Strait Islander women. We advocate for system-wide change to improve access to justice, eliminate systemic violence, and strengthen women's resilience. We are an active member of the National Family Violence Prevention and Legal Services Forum, the peak body for Aboriginal and Torres Strait Islander people who are experiencing or at risk of family violence.
Role purpose
To professionally greet and direct visitors and callers to programs and services across Djirra; and to contribute to head office and Djirra running smoothly and efficiently by providing effective reception and administration services.
Key accountabilities
Reception Providing a professional reception service, including • front-of-house service to all visitors • management of all incoming telephone calls to reception • management of general incoming email enquiries • ensuring all messages are recorded accurately and communicated clearly and efficiently. Administration • Determine the visitor or caller's reason for contacting Djirra and connect them with the appropriate staff member or team across Victoria. • Ensure all messages are recorded accurately and communicated clearly and efficiently. • Manage incoming email enquiries and circulate accordingly.

¹ Djirra is the Woiwurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.



- Process daily correspondence, including incoming and outgoing mail and parcels, courier services, and relevant legal documentation.
- Arranging for courier services as required.
- Managing the flow of general correspondence, including receipt and dispatch of mail.
- Managing room and fleet vehicle booking calendars.
- Liaising with managers and staff to assist with the set-up for meetings or special events, including organising catering where requested.
- Manage room bookings and assist with the setting up of meetings and special events.
- Manage the usage of taxis/public transport for Djirra.
- Ensure reception, kitchen area and meeting rooms are kept tidy and well presented.
- Work within the Corporate Services Team and provide support as required.
- Purchasing and maintaining an inventory of stationery, kitchen/bathroom supplies, photocopier/printer consumables for the organisation, and other supplies as delegated by the Corporate Service Manager, ensuring head office always has adequate supplies.
- Undertake asset and suppliers' investigation.
- Maintaining the 3CX office phone system and supporting staff in using the 3CX system.
- Coordinating head office petty cash (if required).
- Maintaining contact lists/databases, and registers of equipment and codes held by staff.
- Arranging business cards and Legal Services stationery.
- Liaising with the Head Office and Northcote cleaners.
- Other administration tasks as delegated by the Corporate Services Manager.

Maintenance

- Supporting Operations Officer in building and facilities maintenance and supporting regional office maintenance.
- Supporting Operations Officer in fleet vehicle maintenance, repairs, insurance claims, petrol cards and e-tags.

Occupational Health and Safety

- Follow, and help others to follow, all health and safety procedures, and participate in all relevant training and complete timely reporting of any hazards, injuries or incidents.
- Proactively report on opportunities for improved health and safety.

Decision making authority

- All decision making within scope of responsibilities
- Recognise when to involve / escalate to your manager.

Key interactions

- Internal: Operations Manager, Human Resources Advisor, Facilities Coordinator, Koori Women's Place (KWP) other employees

External: Callers & Visitors, IT Helpdesk, suppliers, contractors, cleaners

Key selection criteria

Professional / Functional Skills

Essential

- Demonstrated knowledge and understanding of Victorian Aboriginal communities.
- Demonstrated ability to work or learn to work with aboriginal organisations, communities and individuals in culturally appropriate ways as well as mainstream organisations.
- Maturity, flexibility and empathetic to the needs of Aboriginal victims and survivors of family violence, particularly women.
- Demonstrated ability to provide professional, customer service focused reception services.
- Demonstrated ability to effectively undertake general and office administration.
- Reliable, friendly and team orientated.
- Demonstrated ability to work independently and as part of a team.

Desirable



	Experience working in a community-based organisation.
Competency	• Strong communication, assertiveness and negotiation skills. • Highly organised with ability to plan, prioritise and complete own work efficiently and accurately with minimal supervision.
Technical Skills	• Intermediate PC skills, including strong familiarity with MS suite of tools. • Demonstrated experience using reception phone systems. • Current drivers' licence.
Qualifications	
Essential • A Working with Children Check Card • A Police Check • A current driver's licence is essential. Some out-of-hours travel, regular regional travel and/or overnights may be required. • A minimum of 2 years' experience in providing reception services. Desirable • Experience in an Aboriginal Community Controlled, legal and/or community setting. • Diploma in business administration (or equivalent qualification)	
Workplace health and safety	
Djirra is committed to providing and maintaining the health and safety of its employees. All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc. Information about these policies is contained in Djirra's Human Resources Policy Manual.	
We are a Child Safe Organisations	
Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an <i>Employee Working with Children Check</i> (in Victoria). An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.	
Other important information	
Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to: • Code of Conduct Policy • Occupational Health and Safety Policy • Social Media Use Policy • Privacy Information Policy • Conflict of Interest Policy • Volunteer Policy Information about these policies is contained in Djirra's Human Resources Policy Manual.	
ACKNOWLEDGEMENT	



I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

Employee name:

Employee signature:

Date: / /

Manager's name:

Manager's signature:

Date: / /

HR CHECKLIST

- ☐ Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- ☐ Place one copy of completed form and any attachments on the employee's Performance File.
- ☐ Retain original completed form and any attachments on the employee's Personnel File.

Initials: _____

Date: / /