

Job Title:	Administration and Reception Officer	Job Category:	Administration
Department/Area:	People and Operations	Travel Required:	No
Reporting to:	People & Culture Manager	Salary Packaging:	No
Location:	Head Office	Direct Reports:	Nil
Hours:	1.0 FTE		

Role and Responsibilities

Reporting to the Manager of People and Culture, the Administration and Reception Officer is the first point of contact for everyone who calls, visits or writes to YouthCARE, and provides administrative support to teams across the organisation. The role sets the tone for how people experience YouthCARE and keeps Head Office running well day to day.

This position anchors the front desk and holds responsibility for reception and front of house, YouthCARE's training administration (including registrations, resources, records, and the travel and catering arrangements that support training, induction and critical incident deployments), and the day-to-day coordination of Head Office, including meeting and training rooms, mail and archives, office supplies, merchandise and purchasing.

This positions may be filled with full-time roles or shared across two or more part-time positions. Where the role is shared, all incumbents work to this position description and share responsibility for reception coverage and handover.

Mission and Values

- Model YouthCARE's values of hope, respect, compassion and service in every interaction with staff, chaplains, volunteers and visitors, recognising that this role is often the first experience anyone has of YouthCARE.
- Welcome every visitor, caller and staff member with warmth, patience and genuine care.
- Provide administrative support with care and reliability, recognising that the people being supported are often working alone in schools and communities.
- Treat the information handled in this role with confidentiality and discretion.
- Support the Christian mission and vision of YouthCARE.

Reception and Front of House

- Provide a warm, professional and welcoming first point of contact for all visitors, callers and enquiries.
- Manage and distribute incoming phone calls and messages promptly and accurately.
- Monitor and manage shared organisational inboxes, responding to or redirecting enquiries in a timely manner.

- Maintain a seamless visitor check in process, including sign in, notification of hosts and hospitality.
- Respond accurately to general enquiries about chaplaincy, Christian Values Education, SportsCARE and YouthCARE programs from schools, churches, sporting clubs, parents and the public, referring on where a specialist response is needed.
- Handle sensitive or distressed callers with patience and care, escalating promptly where required.
- Maintain the reception area, Nehemiah & Micah meeting rooms and Howard Learning Centre presentation to a consistently professional standard.

Training Administration

- Manage registrations for training and programs, including booking systems, participant lists and confirmations.
- Coordinate travel, accommodation, meals and catering for training, induction and critical incident deployments, including at short notice.
- Maintain the training and learning management participant database and records of attendance and completion.
- Prepare, print and distribute training resources and materials, and manage resource stock levels.
- Prepare and distribute training certificates and update records accordingly.
- Support the Training Coordinator with the administration of training delivery.

Office Coordination

- Coordinate the day to day running of Head Office, ensuring the workplace is tidy, functional and well presented.
- Manage bookings and set up for meeting rooms and the training room, including room preparation, materials, technology and catering.
- Maintain staff amenities and shared spaces, including kitchen areas, and coordinate the end of day office reset.
- Act as the day to day point of contact for building and facilities matters.
- Support Work Health and Safety at Head Office by reporting hazards promptly and assisting with emergency and evacuation procedures.

Mail, Records and Archives

- Manage incoming and outgoing mail, packages, courier services and postal accounts.
- Maintain the archive database and manage on site and off site archiving, ensuring records are stored securely, remain retrievable and are disposed of in line with organisational requirements.
- Maintain the YouthCARE library and shared resource collection.

Procurement and Supplies

- Monitor, order and maintain office supplies and consumables, keeping stock at appropriate levels and within budget.

- Coordinate ordering of staff name badges, uniforms and clothing, liaising with People and Culture and Finance.
- Manage YouthCARE merchandise stock, including ordering, storage and distribution.
- Complete credit card reconciliations for office purchases and provide supporting documentation to Finance.
- Maintain accurate records of orders, accounts and expenditure for office supplies and services.

Cross-Functional Support

- Provide administrative support to teams across the organisation as directed by the People and Culture Manager.
- Support the Engagement team with Head Office events, morning teas and staff activities.
- Support staff culture and team building activities.
- Assist with the coordination and supervision of work experience students and visitors to Head Office.

General

- Undertake other duties as required.
- Comply with YouthCARE's policies and guidelines and work within YouthCARE's practices.
- Comply with YouthCARE's Work Health and Safety requirements, including working in a safe manner and promptly reporting hazards, incidents and accidents.
- Contributes to the development and improvement of the performance of the organisation.
- Upholds the Vision, Mission and Values of the organisation.
- YouthCARE upholds and promotes Child Safe policies and procedures.

Key Performance Indicators

Mission and Values

- Staff, chaplains, volunteers and visitors consistently report a warm, helpful, reliable and professional experience.
- Confidential information handled with discretion at all times.

Reception and Front of House

- Reception coverage delivered as rostered, with no gaps in front desk staffing.
- Calls and shared inbox enquiries answered or redirected within agreed timeframes.
- Visitor check in process operating smoothly, with accurate records maintained.
- Reception and front of house areas consistently well presented.
- General chaplaincy, CVE and program enquiries answered accurately or referred to the right person.

Training Administration

- Training and program registrations processed accurately and on time.
- Travel and accommodation requests actioned within agreed service standards, and arranged accurately and within budget.
- Short notice PCIR deployment and event logistics arranged promptly and reliably.
- Training participant records and completion data accurate and current.
- Training resources and certificates prepared and distributed within agreed timeframes.

Office Coordination

- Meeting and training rooms prepared correctly and on time for all bookings.
- Head Office maintained to a consistently high standard of presentation and function.

Mail, Records and Archives

- Mail and deliveries processed accurately and distributed daily.
- Archive database current, with records retrievable when requested.
- Administrative records and filing systems accurate and up to date.

Procurement and Supplies

- Office supplies maintained at appropriate levels without over ordering or shortfall.
- Supplies and services expenditure within budget.
- Orders and deliveries reconciled accurately with Finance, with credit card reconciliations completed on time.
- Merchandise stock maintained and distributed accurately.

Selection Criteria

Essential

- Demonstrated administration experience across a range of tasks, including scheduling, record keeping, document preparation and coordination.
- Demonstrated experience in a reception, front of house or customer-facing administration role.
- Excellent interpersonal and communication skills, with a warm and professional manner in person, on the phone and in writing.
- Strong organisational skills and attention to detail, with the ability to manage competing priorities, frequent interruptions and deadlines.
- Demonstrated ability to work independently, take initiative and follow tasks through to completion.
- Sound computer skills, including Microsoft Office and confident use of email, calendars, databases and booking systems.

- Demonstrated ability to handle confidential and sensitive information with discretion.
- Experience coordinating office facilities, supplies, contractors or similar.
- Willingness and ability to cover the reception desk as part of a shared roster.
- Ability to remain calm, patient and helpful under pressure.
- Support for the Christian mission and vision of YouthCARE and genuine alignment with its values.

Desirable

- Certificate III or IV in Business Administration or equivalent.
- Experience in a not-for-profit, education, church or community services context.
- Experience coordinating training, events, travel or catering logistics.
- Experience taking and preparing formal minutes.
- Familiarity with client management or learning management systems.
- Experience with records management, archiving or document control.
- Current first aid certificate, or willingness to obtain.

Reviewed By:		Date:	
Approved By:		Date:	