



South Australian Native Title Services

Position Description

Position Title: ASO - Receptionist	Level: NTS Level 1.1 - 1.5	Division: Business Services				
Reports To: Administrative Services Team Leader		Direct Reports: 0				
Primary Objective:						
<p>South Australian Native Title Services (SANTS) is a company limited by guarantee and established under s203FE(1) of the <i>Native Title Act 1993</i> (Cth) to be the Native Title Service Provider (NTSP) for South Australia to carry out all the functions of a representative body as set out in S203B of the Act. SANTS works co-operatively with a range of other native title providers, corporate bodies, clients and employees to deliver the SANTS Strategic Plan. The ASO – Receptionist provides a reception and administrative support service to the SANTS organisation within the Business Services function. This includes provision of all reception and administrative services for internal and external clients at SANTS. All positions within South Australian Native Title Services (SANTS) are dependent upon continued funding from the Australian Government and the South Australian State Government. Given the sensitivity of the work of SANTS we are obliged to undertake a background check of applicants. In applying for the position, approval is given for SANTS to undertake necessary investigations satisfying employment, financial and criminal records checks.</p> <p>Key Objectives include:</p> <ol style="list-style-type: none"> I. Assistance in the provision of an excellent administration, receptionist support, front desk management, and support to wider SANTS team. II. Provide reception and administrative assistance with records management, assets, internal SANTS supplies (stationery, staff kitchen), travel, logistics, building facilities and other business services at SANTS. III. Assist with travel bookings for SANTS employees IV. Other small projects as required. 						
Position Dimension and Decision Making Authority:		Key Communication Contacts:				
Without referral to the Administrative Services Team Leader: <ul style="list-style-type: none"> • Reception support for SANTS Clients and Visitors • Administration support to SANTS Organisation • Management of own workload 		<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Team Leader, Admin Services</td> <td> Daily <ul style="list-style-type: none"> • Direction and achievement of all accountabilities and objectives. • Accountable for all position deliverables </td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Team Leader, Admin Services	Daily <ul style="list-style-type: none"> • Direction and achievement of all accountabilities and objectives. • Accountable for all position deliverables
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After Consultation with the Administrative Services Team Leader: <ul style="list-style-type: none"> Administrative work for the SANTS Organisation Referred to Administrative Services Team Leader: <ul style="list-style-type: none"> Capital expenditure Supplier management 	Business Services & HR Manager	As required <ul style="list-style-type: none"> Provide support and assistance.
	Other Managers & Employees	Daily <ul style="list-style-type: none"> Participate as part of the SANTS Team.
	Clients	As Required <ul style="list-style-type: none"> To provide advice and assistance.

Key Accountabilities:		
Key Result Area	Duties may include but are not limited to;	Performance Measures:
Administrative and business services	<ul style="list-style-type: none"> Provide an excellent and professional reception and front desk service for SANTS. Maintain database(s) of client addresses and details and other relevant information. Assist in managing cab charges, kitchen stocks, stationery ordering, SANTS common areas and other duties as directed. Assist in overseeing cleanliness of the kitchen and ensuring operational roster to maintain a hygienic and stocked environment for all staff Providing business and administrative assistance to the SANTS Organisation, including maintenance of assets (i.e. vehicles, telephones etc). Assist with booking travel for all SANTS employees, including providing a register of bookings to ensure compliance and control. Assist in supporting the Information Management processes (including management of SANTS Library). Provide support for projects which look at improving work practices. Utilisation of the SANTS Content Management system. Work co-operatively as part of the Business Services team. 	Staff and Client satisfaction

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	<ul style="list-style-type: none"> Other small projects as required. 	
Team Membership	<p>Actively participate in and contribute to the realisation of a positive work environment.</p> <p>Participate in the Performance Management process at SANTS.</p> <p>Actively contribute to team's activities and outputs and take a shared responsibility for the achievement of team outcomes.</p> <p>Contribute to the Business Services team and maintain effective liaison with other sections within SANTS.</p> <p>Actively participate in SANTS internal forums, staff meetings and other relevant activities.</p> <p>Generate solutions through team commitment.</p> <p>Share expertise and actively participate in decision making, where appropriate.</p>	Participation in Performance Management system and development opportunities.
Workplace, Health and Safety	<p>Assist with the operation and maintenance of SANTS WHS systems</p> <p>Take reasonable care for own safety and others in the workplace.</p> <p>Participate in Risk Management and the identification and assessment of hazards and risks in work areas.</p> <p>Support Workplace Health and Safety initiatives, including compliance with WHS Policies and Procedures and systems.</p> <p>Report any unsafe situations, hazards or incidents to their direct supervisor</p>	<p>Knowledge of Workplace, Health and Safety.</p> <p>Annual training.</p> <p>Risk management compliance.</p>
Equal Employment Opportunity	A commitment to the principles of equal opportunity, diversity and mutual respect for SANTS clients, employees and our business.	Knowledge of EEO
SANTS Specific	Some inter and intrastate travel may be required dependent on client needs. Due to the not for profit nature of our work, employees may be required at times to provide support to other parts of the SANTS business (within the context of their skills and capabilities) in order to provide the best service possible to our clients. An interest in indigenous cultures and working in partnership in the field of Native Title is an important element of all roles at SANTS. Any other duties as required within the context of skill set.	N/A

Key Challenges	Qualifications and Experience	Core Competencies
<ul style="list-style-type: none"> • Balancing competing priorities. • Constrained budgetary environment. • Multi disciplinary function 	<ul style="list-style-type: none"> • Certificate IV in Business Administration or other related discipline (or studies towards) would be advantageous. • Experience in a previous reception role necessary. • Experience in workplace, health and safety [for example, participation in WH&S initiatives] (desirable). • Organisational and time management skills • Good interpersonal skills, including oral and written communications. • Good computer skills particularly Microsoft Office. • Customer service skills when dealing with internal and external customers. • Proactive in managing administrative activities. • Interest in and understanding of Indigenous Australian societies and cultures, and the issues affecting these cultures in Australian society. • Knowledge of and commitment to the principles and practices of Equal Employment Opportunity and Workplace Health and Safety. 	<ul style="list-style-type: none"> • Participation in the Performance Management and Development Program. • Team contributor. • SA Drivers License. • Able to handle confidential information.

Acceptance:		
<p>I understand and agree that this Position Description gives a general outline of the duties and that from time to time, it may be necessary for SANTS to amend the position requirements in response to the changing nature of the work environment (in accordance with SANTS Policies and Procedures and the SANTS Enterprise Agreement). I acknowledge that I have been given reasonable time to read and consider this Position Description and confirm that I understand and agree to perform the duties in this Position Description.</p>		
Name: _____	Signature: _____	Date: _____