



BUSINESS SUPPORT/RECEPTIONIST

Executive Office

Role Purpose

To ensure visitors to the Blackburn office and callers to MS Plus have a positive experience in dealing with MS Plus. Provide efficient, effective and timely office management and administration support to meet the needs of the Executive Office and organisation.

To provide administrative support to the Executive Office and wider organisation.

Organisation

MS Plus is one of Australia's leading sources of information, advice and support services for people living with MS and other neurological conditions.

Based in Victoria, New South Wales, Tasmania and the ACT, we have over 60 years of insight into how to live well with MS. We pride ourselves on being trusted experts in MS, while supporting a broader range of neurological conditions.

As one of Australia's leading not-for-profits, we also work tirelessly to fund research into the causes and treatments for MS and ultimately a cure.

We offer a wide range of emotional and practical support, from allied health, employment services and NDIS services to expert advice, wellbeing programs and peer support.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

Together on the journey to break down barriers, achieve goals and live well

Our Values

Empowerment We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders.

Community We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives.

Expertise We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation.

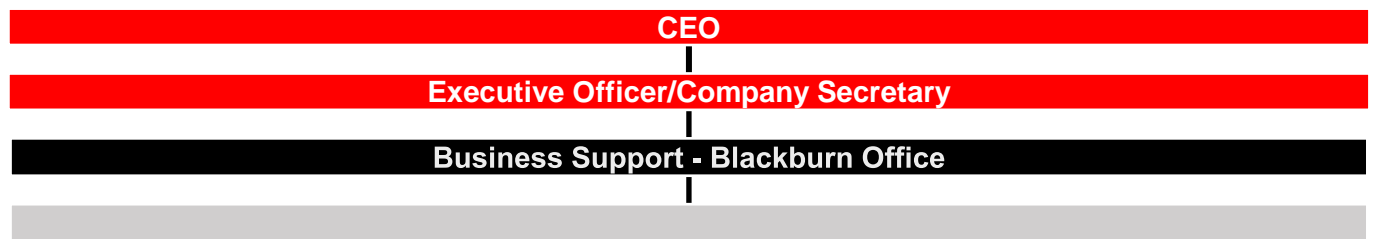
Creativity We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly.

Spirited We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience.

Position

Position FTE (Full time/ Part time) Part time Job Share – 2 days per week 8:30am to 5:00pm
Thursday and Friday

Location/s Blackburn Office



Key Responsibilities of this role

Strategic / Organisational Leadership Responsibilities

- Provide front of house reception, including receiving and directing visitors as required.
- Manage incoming calls as part of the Contact Centre and transferring all calls to appropriate staff.
- Maintain security measures relating to reception and relevant registers, including registration of all visitors including security passes register/monitoring the return of passes as needed.
- Office management support (eg. ensure reception, meeting rooms, foyer area including kitchen and coffee facilities are kept in a professional and orderly state).
- Manage all inbound and outbound mail and courier requirements, including allocation, facilitating timely collection & dispatch.
- Taxi coordination for clients.
- Monitor incoming faxes and emails and distribute to appropriate person in a timely manner.
- Monitor external and basement car parks and list of all staff vehicle registrations.

Operational Leadership / Administrative Responsibilities

- As part of the CEO Administration team, arrange and book travel for staff as required.
- Coordination of procurement including purchase of stationary, office supplies and PPE items.
- Provide administration support for Property related matters.
- The coordination, preparation and distribution of the Tasmanian newsletter.
- As required assist in formatting, updating, collating and distributing letters, promotional material, information packs, mail outs and other documents in accordance with organisational standards.
- Process any adhoc donations and Membership payments received at reception via EFTPOS.
- Additional tasks as required to support the business support function within the CEO Office and Organisation.

People Leadership and Relationship Management

- Develop strong rapport with regular visitors to the office to gain their trust and allow the provision of assistance.
- Responding to internal and external enquiries and requests in a professional and customer focused manner to achieve job outcomes (e.g. travel requests etc.)
- Work as a collaborative and supportive team.

Key Contacts

- Executive Officer/Company Secretary
- Chief Executive Officer
- All MS Plus Staff
- External visitors

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture

Knowledge, Experience and Personal Attributes needed for success in this role

Qualifications

- Essential**
- High levels of computer literacy using a range of Microsoft Office computer packages including Teams, Word, Publisher and Excel
 - Customer service and administration experience in a similar role
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- Preferred**
- Certificate III in Business Administration or equivalent

Knowledge and Experience

- Essential**
- Customer Service and administration experience in relevant role.
 - Significant interpersonal, oral and written communication skills, including a professional telephone manner.
 - Strong customer service skills.
 - Ability to work autonomously.
 - Attention to detail.
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- Preferred**
- Background in administration/customer service
 - 5+ years experience in a similar role

Personal Attributes

- Pragmatic, organised and demonstrating sound judgment
- Resilience and proven ability to adapt style and approach to suit varying situations
- Ability to develop effective relationships with a wide range of people
- Demonstrated ability to work collaboratively as part of a team.

Licence / Registration or Accreditation

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Other

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

- | | |
|---|---|
| <input checked="" type="checkbox"/> Police Check | <input checked="" type="checkbox"/> NDISWC |
| <input type="checkbox"/> WWVP (ACT/TAS) | <input type="checkbox"/> WWCC |

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