

Title	Receptionist and Administration Assistant
Reports to	Finance & HR Manager
Division/Department	Business Operations Team
Location	ICS, 53 Victoria Avenue, Chatswood

1. PURPOSE

This role provides a wide range of reception and administrative services to support the professional, effective and efficient operation of ICS. Responsibilities include reception, client and visitor communications, data entry, report preparation and operational tasks, banking, mailing and delivery/pickup of materials or objects. International Conservation Services provides a diverse range of heritage and cultural material conservation and consultancy services. Our clients range from government through institutions and corporations to private individuals. The Receptionist and Administration Assistant supports all staff in the company, with a focus on the day-to-day activities of the Conservation Division.

This position is based in Chatswood, Sydney, and most of the work will occur in the office.

2. REPORTING RELATIONSHIPS

The Administration Assistant:

Reports to	<ul style="list-style-type: none"> Finance and HR Manager
Works under direction of	<ul style="list-style-type: none"> Client Services Manager Administration Officer

3. DUTIES AND RESPONSIBILITIES UNDERTAKEN BY ALL ICS STAFF

This position description should be read in conjunction with the following documents:

- Working at ICS: Position Guide*, which provides an overview of duties relevant to all ICS staff

4. MAJOR RESPONSIBILITIES

Reception Duties

Outcome: ICS clients are confident about our work and value their interactions with staff, resulting in ongoing, productive relationships

- Act as first point of contact for front desk and telephone
- Greet clients and visitors upon arrival and contact appropriate staff member to assist them
- Assist with managing visitor appointments
- Turn on TV, Tech Alley machines & Client Room terminal
- Sign for deliveries from couriers & inform relevant staff member
- Unpack, record and distribute deliveries
- Assist with the receipt/ pickup of client objects
- Assist in the organisation of transport of artworks, objects and furniture items as required
- Preparation of tea/coffee for visitors to the office and for meetings as requested

Business Operations

Outcome: ICS administration and management processes support the delivery of positive financial outcomes

- Update the Who is Where calendar
- Mail (daily)
- Banking (when required)
- Order office supplies and collect from local outlets if required
- Assist with purchase orders as required
- Word process letters, reports and other documents as required
- Minute staff meetings and upload to the Company intranet
- Print/scan/bind documents, make labels and prepare mail for staff
- ICS filing and archiving
- Maintain tidiness of stationery stores
- Monitor digital camera, data logger and visitor registers.
- Conduct regular maintenance and operations of office equipment (photocopier, printer, fax)
- Kitchen and laundry maintenance (daily)
- Enter job registration receipts in JobBag and Monday.com
- Enter draft estimates into JobBag
- Establish, update and maintain job files (includes noting client correspondence, job status updates, client collection and other relevant activities).
- Print/email copies of job reports as requested by other staff.
- Provide information from the database to conservators and management as required or requested, eg. telephone numbers; artwork location or updates; job status; job tickets; client correspondence and notes; adding job progress notes.
- Liaise with clients as required.
- Additional 'hands on' duties may also occasionally include photography, art handling and packaging.
- Organise occasional morning / afternoon teas
- Other administrative tasks as required

Teamwork and leadership

Outcome: ICS conservation and administration teams function smoothly to maximise productivity and well-being of staff

- Actively engage with all staff to ensure effective internal and external communications.
- Participate in team meetings and support team administration.
- Seek advice and support to manage difficult tasks.

Work, Health and Safety

Outcome: ICS is a healthy and safe work environment for all staff

- Take reasonable care and cooperate to protect the health and safety of self and others.
- Model safe work practices in own behaviours.
- See *Working at ICS: Position Guide* for more detailed information for all staff and Team Leaders.

Professional Development and training

Outcome: Personal career goals are nurtured and enhance ICS standing in the profession

- Actively engage in personal professional development, eg. through on-the-job acquisition of expertise, formal training, and through professional activities, organisations and events.

Performance Indicators

All staff are involved in an annual performance assessment and professional development review that focuses on key outcomes and results identified for their position. The performance of the Administration Assistant will be assessed in relation to achievement of their Major Responsibilities, as well as:

- time management skills
- client feedback
- internal staff feedback

APPROVALS AND REVISION

Written/revised by	Approved by	Approval date
Cecily Bickersteth HR & Finance Manager	Tony Ng Commercial Manager	10 October 2023

KEY SELECTION CRITERIA

Skills and knowledge

- Exceptional customer service skills
- Excellent communication skills in English, both written and verbal
- Strong administration skills, including recordkeeping, document production, team communications
- A high level of accuracy, numeracy and attention to detail
- Intermediate computer skills including word processing, spread-sheet and database skills
proficiency in MS Word, Excel, PowerPoint, Outlook, web and database applications

Personal attributes

- Ability to work cooperatively and effectively within a team environment
- Ability to work independently, set priorities, and manage time effectively
- Initiative and willingness to learn
- Outcomes-focused, with a level-headed approach, helpful attitude and excellent work ethic
- Warm, confident and resilient
- Strong commitment to client service
- Enthusiasm for developing knowledge about the services delivered by ICS

Experience

- Experience in an administrative and customer-focused role
- Experience developing well-presented information for clients, in both paper-based and digital formats

Qualifications/Essential requirements

- Relevant qualification, or eligibility for enrolment in a Certificate III or higher qualification in a relevant course
- Drivers licence (essential)
- Australian citizenship or permanent residency