

Position Description:

Receptionist & Accounts Administrator

Responsible to: Business Support Manager

Work in close association with:

- The people we support
- The administration team
- Team Leaders / Service Managers

Responsible for:

- Meeting the Vision, Mission and Values of CCT
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CCT VISION

A world that truly values and celebrates diversity

CCT MISSION

Working in Partnership to enable great lives

CCT VALUES

Respect - Reliability - Transparency - Responsiveness

SCOPE

Community Care Trust Aotearoa (CCT) works in partnership with adults and youth who need support in their lives to achieve their goals. Regardless of your position, it's possible you may come into contact with supported youth. CCT is strongly committed to safeguarding children and expects all staff to conduct themselves accordingly.

Every employee's work will reflect CCT values, the intention of the New Zealand Disability Strategy and the United Nations Conventions on Rights of Persons with Disabilities and the Rights of a Child.

The Receptionist & Accounts Administrator is responsible for working as part of the team that ensures that everyone who come into contact with the CCT office receives prompt and professional assistance and reasonable tasks requested are carried out efficiently.

POSITION PURPOSE

The Receptionist & Accounts Administrator is responsible for providing professional front-of-house services while supporting the organisation with accurate and timely accounts and administrative functions. This role ensures smooth daily office operations and contributes to the effective financial administration of Community Care Trust Aotearoa.

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PERFORMANCE MEASURES

Performance will be appraised against the accountabilities and outcomes on this document and specific performance measures as negotiated.

KEY ACCOUNTABILITIES	EXPECTED OUTCOMES
Receptionist Duties	
<ul style="list-style-type: none"> Act as the first point of contact for visitors, clients, and stakeholders Greet visitors in a friendly, professional, welcoming manner Answer and direct incoming phone calls and emails Manage incoming and outgoing mail and deliveries Maintain a tidy, professional reception and office environment Smart and Tidy Dress Order and manage office supplies as required 	<ul style="list-style-type: none"> Be alert to all those entering the office, to ensure they are greeted and directed as required Greet all visitors in a friendly welcoming and timely manner Phone calls are answered promptly and professionally, and messages are accurately recorded and delivered All calls are transferred correctly to internal and external numbers All messages that need to be delivered via email, written or verbally are done so promptly Keeping a tidy workspace and not eating or drinking at reception Receptionists present themselves for work in appropriate office attire and are clean and tidy Ensure that appropriate levels of office and/or kitchen supplies are order and on hand at all times.

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KEY ACCOUNTABILITIES	EXPECTED OUTCOMES
Administration and Accounts Support	
<ul style="list-style-type: none"> • Provide general administrative support to staff and management • Assist with document preparation, filing, and record management • Support office coordination and scheduling tasks as needed • Process invoices, purchase orders, and receipts accurately • Assist with accounts payable and accounts receivable tasks • Reconcile financial records and maintain accurate documentation • Enter data into accounting systems and spreadsheets • Support the finance team with routine reporting and administrative tasks 	<ul style="list-style-type: none"> • To work as directed with the payroll and administration team, to give support when required • To work as directed accurately and efficiently • Assist with office event/s set ups and supplies, to ensure effective outcome/s • To complete required task as directed accurately and efficiently • To complete required task as directed accurately and efficiently • To complete required task as directed accurately and efficiently • To complete required task as directed accurately and efficiently • To complete required task as directed accurately and efficiently
KEY ACCOUNTABILITIES	EXPECTED OUTCOMES

General Duties and Teamwork

- | | |
|---|--|
| <ul style="list-style-type: none"> • Photocopying • Compiling Documents • Office stores • Receipting • Problem solving | <ul style="list-style-type: none"> • To completed photocopying tasks as requested, ensuring it is checked and correct • Work is completed accurately as requested • Purchasing office stores and replenishing as needed • Receipting staff training handed in • Responds to persons need at reception and find the person they need to speak with |
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KEY ACCOUNTABILITIES

EXPECTED OUTCOMES

Other Duties

- Undertakes all other requests from the Senior Management Team that are a reasonable expectation of this job.
- Requests are professionally, timely and accurately responded to.

1. Professionalism

CCT Policy and Procedures

- Adheres to CCT Policy and Procedures at all times

Conduct

- Acts professionally and respectfully in a manner that enhances the reputation of CCT

Confidentiality

- Acknowledges and respects the trust that has been placed in them and maintains confidentiality of people we support and staff at all times

Documentation

- Completes all documentation requirements of the role in a timely and professional manner

2. Professional and Personal Development

Self-care

- Self-reporting of any personal difficulties in the workplace or stress that may impact on ability to perform.

Training

- Complete Competency Based and mandatory training (as required) and attend other relevant training as per CCT requirements

Team Hui

- Attend the required number of team meetings and actively participates

Professional Development

- Meet with manager every three months for Quarterly Review Meeting. Sets annual professional and personal goals in meetings and reports on progress.

Position Description:

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3. Other Duties

Other Requests

- Undertakes all other requests from Management that are a reasonable expectation of the role. Requests are professionally, timely and accurately responded to.

PERSONAL ATTRIBUTES

- Friendly, approachable, and professional manner
- Reliable and trustworthy
- Proactive and able to work independently
- Team-oriented with a positive attitude

HEALTH AND SAFETY

Everyone is expected to share CCT's commitment to avoid any incidents which may cause injury, property damage or loss of any kind. Each employee is expected to play a responsive and vital role in maintaining a safe and happy work place.

Under the Health and Safety at Work Act 2015 every employee shall take practicable steps to ensure:

- Their own safety, the safety of other staff and of any visitors
- That no action or inaction of the employee while at work causes harm to themselves or to any other person.
- That any hazards or injuries are reported and any suggestions for improvements in Health and Safety are passed on to their manager.

RELATIONSHIPS

INTERNAL

- People who receive services from CCT
- Chief Executive
- Senior Leadership Team
- Service Managers
- Behaviour Specialist Team
- CCT Support Workers / Key Workers
- Administration staff

Position Description:

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EXTERNAL

- Clients and Visitors
- Parents, families/whanau and advocates of people receiving support
- Community networks/links
- Oranga Tamariki
- Public and Primary Health services
- Health promotion agencies
- Funding agencies

CAPABILITIES EXPECTED OF ALL STAFF



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DECLARATION

I (name here) have read and understand this position description, am aware of the responsibilities, requirements and duties of the role and accept this position.

Employees Name:

Employees Signature:

Date:

Managers Name:

Managers Signature:

Date: