

Position Title: Front Office Manager

Reports to	General Manager Community & Life Skills/General Manager, Partner Support	Location	52 Middle Crescent Brighton. Position may be required to work at other Bayley House premises or locations as part of employment contract.
Department	Day Services/ Partner Support		
Direct reports	None		

Organisational Overview

Bayley House specialises in supporting adults with an intellectual disability live a full, engaged life

Our Vision

Adults with a disability living the life they choose

Our Mission

All participants will be supported through skills developed to maximise their opportunities to live the life they choose in an inclusive community

Our Values

Choice by our clients to select options that best suit their desired life goals
Community that is socially inclusive and supports safety and well-being
Empowerment through supporting independence and informed decision-making
Enthusiasm with selfless, friendly service that fosters a happy environment
Excellence is all that we do

Position Objective

To provide front office management support, including reception and administrative support.

Includes:

- Broad range of customer service related functions with both external and external stakeholders
- May be supervision of assistant staff member from time to time
- Capable of functioning semi-autonomously, and prioritising work within established policies, guidelines and procedures
- Respond to requests quickly and efficiently
- Plan and prioritise to pro-actively manage competing deadlines
- Exercise judgement in dealing with requests for urgent information
- Maintain a good knowledge of Bayley House, processes and issues in order to be able to handle enquiries effectively, given the range of activities and rapid development of Bayley House
- Exercise initiative and sound judgment in determining what needs to be brought to the immediate attention of the General Manager Community & Life Skills or General Manager, Partner Support

Internal relationships

Work with all internal teams. Working closely with Day Services

External relationships

All external stakeholders engaged with Bayley House

Key Position Responsibilities	
Key Results Area	Key Responsibilities
Front Office Management	<p>Key responsibilities focus on providing a broad range of front office management and customer service related functions to internal and external stakeholders, including the provision of a broad range of reception and administration support services, these include:</p> <ul style="list-style-type: none"> – Manage the front reception area, including greeting families, clients, donors, supporters, board directors and visitors in a respectful and friendly manner and ensuring the area is well presented at all times. – Receive and manage incoming calls, including screening and redirecting calls, taking messages and ensuring calls are followed up as required. – Utilise Bayley House systems and databases effectively. – Monitor and report any breaches of policy and procedures in Day Services. – Review and record incoming correspondence and emails, including redirecting to the appropriate staff member for action and following up on the preparation of responses. – Update and distribute Day Services rosters, timetables and staff lists. – Provide timely, effective diary management for the Day Service Management team by prioritizing and organizing meetings with internal and external stakeholders in consultation with the General Managers and Program Managers as required. – Provide a full range of administrative support services, such as typing up minutes and letters to family members, filing and records management, faxing, mail, maintenance of registers and client databases, photocopying and compilation of manuals and reports. – Ability to manage a budget. – Manage the ordering of supplies as required for the Day Service and administration areas. – Assisting with customer service related functions such as following up with any client or family queries

Key Position Responsibilities	
Key Results Area	Key Responsibilities
	<p>or concerns as directed by the Management team.</p> <ul style="list-style-type: none"> - Continually looking for and actioning process improvements. - Supporting with operational initiatives such as: <ul style="list-style-type: none"> - Administrate and input data into Supportability. - -Assist with completing and renewing service agreements. - Providing support with internal office communications. - Following up missing paper work such as leave forms and medical certificates in consultation with payroll. - Responsible for scanning and emailing casual timesheets and leave forms to payroll each fortnight for processing. - Providing recruitment and selection support, including scheduling interviews, assisting with ensuring all relevant documentation including qualifications/ licence/ certificates is completed and filed as required for HR/payroll - Assist departments with managing training records and scheduling and coordinating training programs. - Assist in induction packs for new employees. - Coordinating clearance checks such as police checks and DWES checks. - Take payments via cash and eftpos. - Petty cash for day service; hold money securely, ensure money is distributed, reconcile each month; all as per policy. - Be a Concur super user for day service support.

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Key Results Area	Key Responsibilities
	<ul style="list-style-type: none"> – Open invoices or emails, attach approval stickers and distribute to the day service or other areas. – Record absences of clients correctly, monitoring time of notification and then tracking for 12 days. – Logging client daily attendance on client database. – Assisting with keeping stakeholder databases up to date. – Assisting with events when required. – Other related duties as required.
Team work	<ul style="list-style-type: none"> – Demonstrated ability to work as part of and contribute to a team. – Attend and participate in relevant staff meetings as required. – Demonstrated ability to liaise and work with all internal and external contacts as required to perform in the position.
Quality & continuous improvement	<ul style="list-style-type: none"> – Complete all compliance and induction requirements. – Attend meetings, workshops, conferences and training as required. – Comply with Bayley House’s quality management system. – Be able to interpret and apply all relevant procedural and legislation guidelines, policies and standards – Actively participate in identifying and forwarding information and data to the General Manager Day Programs that could assist in the identification of service issues, gaps and opportunities. – In consultation with the General Manager Community & Life Skills, initiate improvements across Bayley House through the development of administrative policies and work practices. – Participate constructively in the introduction of new technology to enhance efficiency and productivity while maintaining the quality and volume of work processed.

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Key Results Area	Key Responsibilities
	<ul style="list-style-type: none"> - Contribute to the maintenance and improvement of Bayley House's quality management system as required. - Participate in Audits as required.
Workplace health & safety	<ul style="list-style-type: none"> - Acts as the Emergency Response Communications Officer for the Middle Crescent facility and undertakes duties as required in this role. - Ensure all work carried out is in accordance with the OHS Act 2004 and the EEO Act 2010 Bayley House Policies and Procedures. - Be the face of Bayley House and show a genuine interest in people with an intellectual disability and their families. - Customer service focus. - Front of house reception and administration. - Undertake all work practices in a safe manner for self and others. - Ensure that all work areas are maintained in a safe condition. - Identify, report and record all safety hazards, incidents. - Report to work fit for duty in accordance with our Drug and Alcohol Policy.

SELECTION CRITERIA
Mandatory Requirements
<ul style="list-style-type: none"> - Current National Police Record Check

- International Police Check (if required)
- Current Australian driver's licence
- Current DWES Check
- Satisfies all visa requirements for working in Australia

Qualifications

Professional Experience

- Experience in front office management essential.

Personal Skills & Attributes

- Understanding of and commitment to the principles of EEO, OH&S, cultural diversity and ethical practice.
- Be proactive.
- Positive attitude.
- Self-motivated.
- Demonstrate a genuine interest in people with an intellectual disability and their families.
- Ability to work under pressure.
- Ability to multi task with competing priorities.
- Flexibility to manage constantly changing priorities.
- Striving for continuous improvement.
- High levels of patience.

- Extremely high level of verbal communication skills and ability to communicate with wide range of Bayley House stakeholders, i.e. clients, management, board directors, day and accommodation staff, parents, carers, drivers, donors, supporters and other external stakeholders.
- Able to embrace the lovely chaos of the front office environment.
- Sense of humour.
- Excellent written and numeracy skills.
- Capacity to work independently under general direction and collaboratively in a team environment, including willingness to relieve or support other team members.
- Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines.
- Demonstrated ability to take initiative and solve problems within established practices and procedures.

Workplace Health & Safety

- Applicants are required to complete a preexisting injury declaration form
- Understanding and experience implementing occupational health and safety requirements
- Ability to perform physical aspects of the role without causing injury to self or others