



Job Description

Position: Receptionist / Administrator Date prepared: Nov 2013 Date reviewed: July 2020	Prepared by: GMHR
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PRIMARY OBJECTIVES:

This position is based at the Huia Road and the post holder is responsible for providing reception/administration support.

The position requires that effective administrative systems/processes are maintained, coordinated and delivered. This will include general administrative functions and other duties as may be delegated.

Reports to:	General Manager Human Resources	
	Internal	External
	<ul style="list-style-type: none"> • All Ember Employees • Board of Trustees/Directors 	<ul style="list-style-type: none"> • People who use Ember services • Visitors to Ember • External Providers/Partners
Role Accountabilities	<ul style="list-style-type: none"> • Answering incoming calls and clearing answer-phone • Meet and greet all EMBER visitors • Stationery Ordering for the Hub and other services which includes general office stationery as well as kitchen and bathroom supplies • Photocopying / Binding/ Laminating / Shredding as required. • Ordering couriers to collect urgent items • Catering for internal and external meetings and functions • Kitchen duties including emptying and loading of dishwasher and ensuring kitchen is clean and tidy (downstairs kitchen only) and fridges (ground and 1st Floor kitchens) are stocked with milk. • Collation of monthly Birthday Cards to be given to CEO • Organising delivery and removal of document destruction bin • Monitoring EMBER on-site parking and sign-in register • Ensuring general cleanliness and presentation of the reception area and stationery/photocopier area. • Indoor plant care and maintenance • General administration assistance as required by HR and L&D • Ad hoc administration projects for the GMHR and other Senior Managers 	

	<ul style="list-style-type: none"> • Compliance with the Health and Safety at Work Act 2015 specifically in relation to the induction of new employees
Other possible role accountabilities	<ul style="list-style-type: none"> • Booking and room set up of training rooms and meeting rooms (internal and external meetings)

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be a complete list of all responsibilities, duties and skills required of the position and the job holder.

I have read and understood my job description

Signature: _____

Date: _____

Name: _____

KEY COMPETENCIES/SKILLS

Skills:

- **Working with disabled people**
- **Working with Maori**
- **Working with Families and Whanau**
- **Working within Communities**
- **Challenging Stigma and Discrimination**
- **Upholding Law, Policy and Practice**
- **Maintaining Professional and Personal Development**

Personal Attributes:

- **Compassionate & Caring:** sensitive and empathetic
- **Genuine:** warm, friendly, fun, have aroha and a sense of humour
- **Non-judgmental:** non-discriminatory, welcomes diversity
- **Open-minded:** culturally aware, self-aware, innovative, creative and positive risk takers
- **Optimistic:** positive, encouraging and enthusiastic
- **Patient:** tolerant and flexible
- **Professional:** accountable, reliable and responsible
- **Resilient**
- **Supportive:** validating, empowering and accepting
- **Understanding**

Role-models and upholds key EMBER Values:

- **Whakapono** – *We demonstrate belief and passion in everything we do. The love we demonstrate for our work and our faith in its outcomes drives us to be the best we can be.*
- **Tino rangatiratanga** – *We put people first. We believe that all people have the right to self-determination. We create opportunities that allow people to achieve their potential and restore their tapu and mana.*
- **Kotahitanga** – *We work as a team and we work in teams. We always strive to create partnerships and to maintain togetherness in all our endeavours.*
- **Kia Pono, Kia Tika** – *We recognise that our work is not easy. We combine professional and lived experience to stay grounded. We keep it real, we keep it honest and we always behave with integrity.*



HAZARD/RISK REGISTER AND CONTROLS

All work roles have inherent hazards associated with them. The roles that you will be involved in at Ember are no exception. As your employer, Ember is required by law to manage such hazards and the associated risks.

Possible hazards associated with your role are detailed in this document, together with measures that have been designed to ensure your Health, Safety and Wellbeing (H&S)

The listed 'control' measures include various equipment, processes, policies and/or approved procedures.

All employees are expected and required to follow the established controls.

In addition to the above, all work areas have processes in place to identify hazards specific to that area. Your site H&S representative/s are trained and will be able to assist you with any H&S issue.

Risk / Hazard Identification			Risk Level of Risk	Risk Control		Residual Risk
Role/Task/Position	Hazard / Potential Risk	Risk/hazard may present itself:		Risk controls in order of preference		
VDU users (all employees)	Strain / Injury	Overuse and/or ergonomics	Low	Minimize by: Workstation assessment, equipment and setup VDU Training Manually varying tasks Taking regular breaks away from computer or task Annual review of workstation setup.	Very Low	
Manual handling/lifting	Strain	Excess weight	Low	Minimize by: Back Care training Utilizing appropriate services Use of trolleys Ask others for help/assistance	Very Low	
Working with public and clients	Stress	Verbal Abuse, Violence/aggression	Medium to High	Minimize by: Attend appropriate training Utilize team based processes Supervision Debriefs Be familiar with procedures for dealing with violence (security, police)	Medium	
Working with public and clients (all support workers)	Infectious Disease Pandemics	Unwell (infectious people)	High	Minimize by: Infection control training appropriate to area – local procedures Utilizing Personal Protective Equipment (PPE) Paid sick leave and Return to Work programme Vaccination programmes Lockdown protocols Self- Isolation Contact tracing Maintaining personal hygiene Regular hand washing Social distancing Ember / Government / Ministry Pandemic plan and guidelines	High	

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
Working with public in the community	Isolation/lack of support	Poor outcomes, stress, potential injury	Minimize by: Safety in the Community Policy – alert to danger cards Local procedures (e.g. cell phones, access to consultation) Team based reviews, risk management plans Employee Assistance Programme (Benestar counselling/support) Regular supervision with Manager GPS tracking Personal alarms Diary Management In & Out boards on site Phone in to Team Manager at the end of the day On-call management outside of normal 9-5 working hours
Driving for work – company vehicles (All Employees)	Usual traffic hazards	Breakdown/injury	Eliminate/Minimize by: Current driver's license/NZTA Driver Check Vehicle maintenance/e-learning training Plan journeys and allow time for travel Driver responsibility Insurance/roadside rescue Observing the speed limits GPS speed monitoring and tracking
All Employees	Slip, trips and falls	Potential Injury	Eliminate/Minimize by: All employees are required to clean up a spill or remove an unsafe obstacle Report hazard to Manager or H&S Rep Use of provided 'Spill Kit' Isolate any hazard/obstacle

Role/Task/Position	Hazard	Possible Outcome	Controls in place to Manage
All Employees	Long hours Lack of training/support Bullying Harassment	Stress	Minimize by: Report hazards, alert Line Manager, attend regular supervision Regular meetings and appropriate training Employee Assistance Programme (Benestar counselling/support) Utilising own GP Harassment Policy/Officers Having regular leave for rest and relaxation.
All Employees	Machinery/electrical appliances	Potential Injury Lack of service	Minimize by: Regular maintenance / checklist Utilizing appropriate support services Report hazard to Manager or H&S Rep
All Employees	Chemicals (very limited)	Exposure/Injury	Minimize and/or Eliminate by: Clearly labelled and correctly stored Accompanying Safety Data Sheet (S.D.S) / manufacturer's instructions Training Purchase and use of non-toxic cleaning materials
UV Exposure (All involved in outdoor activities)	Sunburn Sun Stroke	Skin damage Skin cancer	Eliminate by: Use of Sunscreen, hats & suitable clothing Shaded areas / Sun Smart policy Training, information and guidance