

Position Description	
Position Title:	Receptionist and Complaints Officer
Team:	Corporate Services
Employment Status:	Full time, Ongoing
Primary location	Head office, 117 Berkley St, Melbourne

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners' corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values.

<p>PEOPLE</p> <p>We put the customer at the heart of what we do, we value each other and welcome diversity.</p>	<p>RESPECT</p> <p>We are respectful of all and welcome open and honest discussion.</p>	<p>POSITIVITY</p> <p>We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions.</p>	<p>ACCOUNTABILITY</p> <p>We do what we say we will do.</p>
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Position Objectives

The Receptionist and Complaints Officer position is responsible for reception at 117 Berkeley St Melbourne (Head Office) and Unison's complaint management system. The position the first point of contact for stakeholders, is responsible for ensuring a welcoming environment and for the day to day management of Head Office. Critical to the position is the ability to exercise initiative and sound judgement and maintain a high level of confidentiality.

Key Accountabilities

Administrative Support

- Ensure all documentation and correspondence is filed and archived in an appropriate manner.
- Maintain registers as required, including members, stakeholders, suppliers, cars.
- Action incoming and outgoing mail.
- Reconcile credit card expenses for the CEO.
- Prepare and format required communication including reports, presentations and internal and external correspondence as directed by the Executive team.
- Assist in collation of content, formatting and tracking of submissions to government and other funding bodies (Expressions of Interest, Request for Proposals, Grant applications etc.).

Office Support & Reception

- Act as first point of contact for head office, and direct enquiries or provide assistance as required. This includes welcoming visitors, answering incoming phone calls and directing renters and external stakeholders to relevant staff.
- Maintain office procedures for the head office.
- Maintain stationery, printing and kitchen supplies and coordinate re-orders within budget.
- Organise disposal of confidential waste.

Complaints Management

- Designated complaint officer responsible for receiving and responding to complaints in a timely manner and ensuring the complaints register is accurate and current
- Monitor complaint inbox, determine the nature of the complaint, direct complaint to relevant stakeholders, liaise with stakeholders to gather information, draft correspondence for review by the Manager Risk and Compliance and relevant Executive member.

Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position
- Other duties as directed by Unison.

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • Demonstrated skills and experience in the provision of receptionist and office administration roles
Personal Qualities	<ul style="list-style-type: none"> • Demonstrated High level interpersonal and team skills, including the ability to work co-operatively and promote a positive approach. • Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community. • Ability to problem solve and meet demanding work deadlines with limited supervision. • A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment. • Demonstrated ability to maintain confidentiality, maturity, and diplomacy in responding to/and in management of enquiries from staff, customers and members of the public.
Knowledge and skills	<ul style="list-style-type: none"> • Strong written and verbal communication skills • Advanced MS Office skills • Highly developed time management, planning and organisational skills with the ability to prioritise and meet deadlines. • High level of attention to detail
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work • Regularly inspect own work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard identification and elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Organisational Relationships

Accountable to	Director Corporate Services
Supervises (Day to Day Operations)	N/A
Internal Liaisons	Executive team Tenant Advisory Group members Management group Corporate Services Team Staff in general
External Liaisons	Government Peak bodies Partners Suppliers Tenants, clients and other customers Wider community

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> May be required to work from different sites, including offsite facilities. Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> Required to occasionally bend and reach.

PD Review

Date PD Adopted:	April 2022
PD Review Date:	April 2025