

Volunteer Reception and Administration Assistant



Position:	Reception and Administration Assistant title
Program:	Business Operations
Manager:	National Manager Business Operations
Internal liaisons:	All staff members and volunteers
External liaisons:	Stroke survivors, donors, suppliers and general public
Term/Hours:	Half days shifts available 9am to 1pm or 1pm to 5pm each day
Location:	Level 7, 461 Bourke Street, Melbourne (national office)

About the organisation

Stroke is one of Australia's biggest killers and a leading cause of disability amongst adults. There are approximately 50,000 new and recurrent strokes each year in Australia with one occurring every 10 minutes. Stroke affects people of all ages but predominantly occurs in the elderly. There are almost 440,000 people living after stroke in Australia. Despite public misperception, there are proven treatments for stroke prevention and recovery.

The Stroke Foundation is a national not-for-profit organisation that works with stroke survivors, carers, health professionals, government and the public to reduce the impact of stroke on the Australian community. Our mission is to stop stroke, save lives and end suffering. We are the voice of stroke in Australia.

Our Values of Courage, Excellence, Compassion, Integrity and Leadership are an integral part of our culture, brand and positioning, and inform our decisions and behaviours in our dealings internally within the organisation, and externally with our stakeholders.

About the program

The Business Operations team helps to ensure the smooth day-to-day running of the organisation. The team is responsible for answering calls to our switchboard, welcoming visitors, processing incoming and outgoing mail, and providing administrative support to teams across the organisation. Our goal is to provide a welcoming, friendly and professional customer service experience to stroke survivors, donors, suppliers, staff and the general public.

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What the role involves

The position of Reception/Administration Assistant has the following roles and responsibilities:

- › Welcoming visitors and staff to our office
- › Ensuring that our reception area and meeting rooms are tidy, and replenishing kitchen supplies;
- › Answering, calls, and transferring calls to the main switchboard, and taking messages where appropriate;
- › Opening and distributing incoming mail and preparing our outgoing mail for collection;
- › Providing support for the preparation of mail outs;
- › Providing general administrative support to teams from across the organisation;
- › Participating in meetings with the Business Operations team and professional development activities.

Program targets/objectives

There are five objectives associated with this role:

1. Phone calls are answered quickly and directly accurately to the right person;
2. Visitors to the office are welcomed and attended to on arrival;
3. Our reception and meeting rooms are clean and tidy;
4. Tasks are completed on time and to a high standard; and
5. Positive contributions are made to the Stroke Foundation through behaviours that reflect our values.

Your background, skills and experience

The following skills and personal traits will be required to be successful in this role:

- › Good verbal communication skills;
- › The desire to help people;
- › A positive and professional attitude;
- › Attention to detail; and
- › Experience using Microsoft Office (Outlook, Excel, and Word).

The National Stroke Foundation embraces cultural diversity and strongly encourages suitably qualified people from all cultural backgrounds to apply.

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Sign Off

Volunteer's Name

Manager's Name

Volunteer's Signature

Manager's Signature

Date: / /

Date: / /