



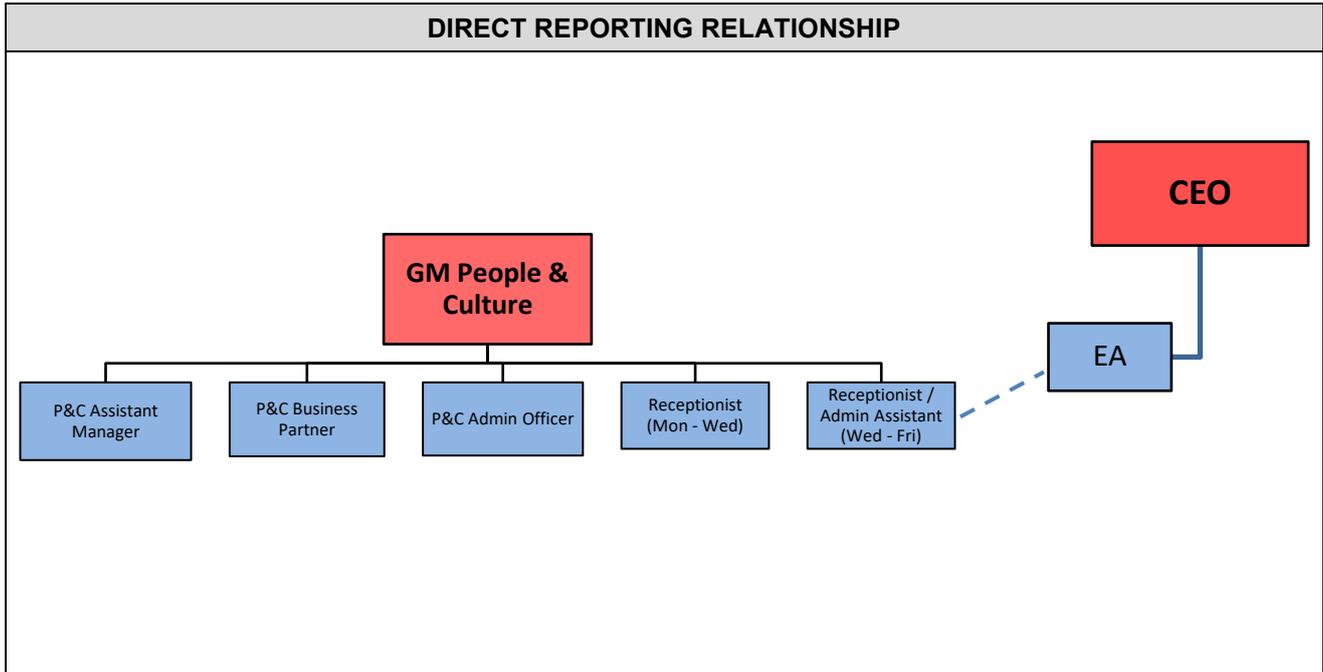
<b>POSITION</b>	<b>WORK LOCATION</b>	<b>POSITION DESCRIPTION COMPLETED</b>
Receptionist & Administration Support Officer	SLSNSW Headquarters - Belrose	March 2026
<b>REPORTS TO:</b>	<b>DIRECT REPORTS:</b>	<b>DEPARTMENT</b>
General Manager People & Culture	N/A	People & Culture

**PURPOSE STATEMENT**

Manages main inbound line for the organisation answering incoming calls and handling enquiries and provides administrative assistance to the business portfolios as required. Provides information regarding the organisation to the general public, members and other surf lifesaving entities via phone or directs to the appropriate staff member. Attends to visitors and manages deliveries and courier requests. Provides administrative assistance to EA to CEO and acts as administrative support to CEO when the EA is on leave.

**SELECTION CRITERIA**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Strong administration, organisational and time management skills</li> <li>• Customer service orientation &amp; demonstrated reception skills</li> <li>• Intermediate skills with MS suite applications</li> <li>• Provide administration support to the EA to CEO and broader organisation as required</li> <li>• Ability to assist the EA with co-ordinating and booking staff and Director travel &amp; event requirements</li> <li>• Ability to communicate appropriately at all levels</li> <li>• High level of confidentiality &amp; attention to detail</li> <li>• “Can do” attitude and strong initiative</li> <li>• Punctual and reliable</li> <li>• Excellent personal presentation skills</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to work as part of a team</li> <li>• Flexibility and willingness to cover for the other Receptionist or EA to CEO when absent</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in a senior EA administrative role</li> <li>• Previous exposure supporting a Board of Directors</li> <li>• Understanding and knowledge of Surf Life Saving or Club environment</li> </ul>



<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
KRA 1: Reception	<ul style="list-style-type: none"> <li>• Managing the organisations inbound calls and directing queries to the relevant staff member</li> <li>• Opening and closing procedures of the building ensuring all lights are off and doors alarmed and secured</li> <li>• Monitoring visitors and deliveries</li> <li>• Arranging couriers, catering and other staff amenities</li> <li>• Maintaining staff common areas including Kitchen, bathroom and stationery supplies</li> <li>• Assisting the P&amp;C team and Fleet &amp; Facilities Co-ordinator with routine administration</li> <li>• Attending to internal staff requests for administrative assistance</li> <li>• Acting as back up cover for when co-receptionist is on planned and ad-hoc leave</li> </ul>
KRA 2: Front Desk operations	<ul style="list-style-type: none"> <li>• Regularly accesses the <a href="mailto:info@surflifesaving.com.au">info@surflifesaving.com.au</a> email address and distribute emails to appropriate staff members</li> <li>• Maintain incoming and outgoing mail processes</li> <li>• Reception area is clean and tidy at all times</li> <li>• Maintain a well-groomed and professional appearance</li> <li>• Welcome on-site visitors ensuring visitors book is used</li> <li>• Reception processes and various administration systems are maintained</li> <li>• Contact lists, phone list and organisation charts are updated regularly</li> <li>• Order and maintain stock levels for both the stationary room, printers and kitchen</li> <li>• Kitchen facilities are maintained (dishwasher and coffee machine)</li> </ul>

	<ul style="list-style-type: none"> <li>Carrying out Fire Warden duties by attending relevant meetings &amp; participating in drills</li> <li>Assisting with warehouse operations including managing space, and receiving and coordinating deliveries</li> <li>Couriers are booked in a timely manner and reconciled weekly</li> </ul>
KRA 3: Administration Support to EA	<ul style="list-style-type: none"> <li>Assist EA to CEO with administrative tasks and expenses as directed</li> <li>Provides coverage for the EA when absent</li> </ul>

PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
KRA 1: Reception Switchboard	<p>As the first point of contact, answer telephone enquiries promptly in an efficient, friendly and professional manner</p> <ul style="list-style-type: none"> <li>Obtain caller's name, company (if appropriate) and reason for calling before transferring call</li> <li>Calls for the CEO transferred promptly to the EA to the CEO</li> <li>Take accurate and appropriately detailed messages and forward to relevant staff member immediately</li> </ul>
KRA 2: Front Desk Operations	<ul style="list-style-type: none"> <li><a href="mailto:info@surflifesaving.com.au">info@surflifesaving.com.au</a> mailbox is organised and tidy; emails distributed to correct staff members on same day</li> <li>Work area and reception is tidy and well-organised</li> <li>SLSNSW IT databases are correctly maintained and up to date</li> <li>Prioritise and coordinate administration tasks for internal SLSNSW staff whilst ensuring the reception area is consistently manned and own work is not affected</li> <li>Administrative assistance is completed timely</li> <li>Carry out duties during fire drills or evacuations</li> </ul>
KRA 3: Administration Support to EA to CEO	<ul style="list-style-type: none"> <li>Administrative assistance for EA to CEO is completed accurately and confidentiality is maintained</li> <li>Ensuring all work is completed efficiently with high attention to detail and confidentiality is maintained</li> <li>Complete other duties as may reasonably be required from time to time</li> </ul>

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> <li>Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace</li> <li>Demonstrates duty of care, considers own safety and the safety of others while at work</li> <li>Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times</li> <li>Is fully aware of SLSNSW's safety procedures and</li> </ul>

	<p>expectations, and actively participates and contributes</p> <ul style="list-style-type: none"> <li>• Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation</li> <li>• Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying</li> </ul>
Organisational Culture	<ul style="list-style-type: none"> <li>• Promotes and encourages personal growth and effective communication</li> <li>• Understands and supports policies and procedures of the organisation as defined in the Employee Handbook</li> <li>• Continually contributes to and supports volunteers &amp; staff, including Directors, Branches, Clubs &amp; Members</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>• Displays willingness to assist others, shares knowledge openly, cooperates and supports the department</li> <li>• Receptive and open to feedback</li> <li>• Maintains a positive and constructive attitude that promotes confidence in those around them</li> <li>• Contributes to staff meetings and promotes the exchange of information throughout the organisation</li> <li>• Regularly meets with Manager to discuss performance, plans and current issues</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Exercises initiative in making improvements to work processes and outcomes</li> <li>• Always searches for better ways and strives for best practice</li> <li>• Embraces and adapts to change</li> </ul>

### WORKING RELATIONSHIPS

**Internal:** The Receptionist/ Administration Support Officer interacts closely with all members of staff in relation to the day-to-day activities of the role and provides administrative support to the organisation as required including overflow administrative tasks from EA to CEO.

**External:** This role liaises with members, clubs and branches, applicants, general public and first aid participants. Greeting all visitors to the building professionally is a key focus of this role.

### APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

General Manager People & Culture \_\_\_\_\_ Date \_\_\_\_\_

COO- SLSNSW \_\_\_\_\_ Date \_\_\_\_\_

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Occupant Name

Occupant Signature

Date