

## Position Title: Receptionist

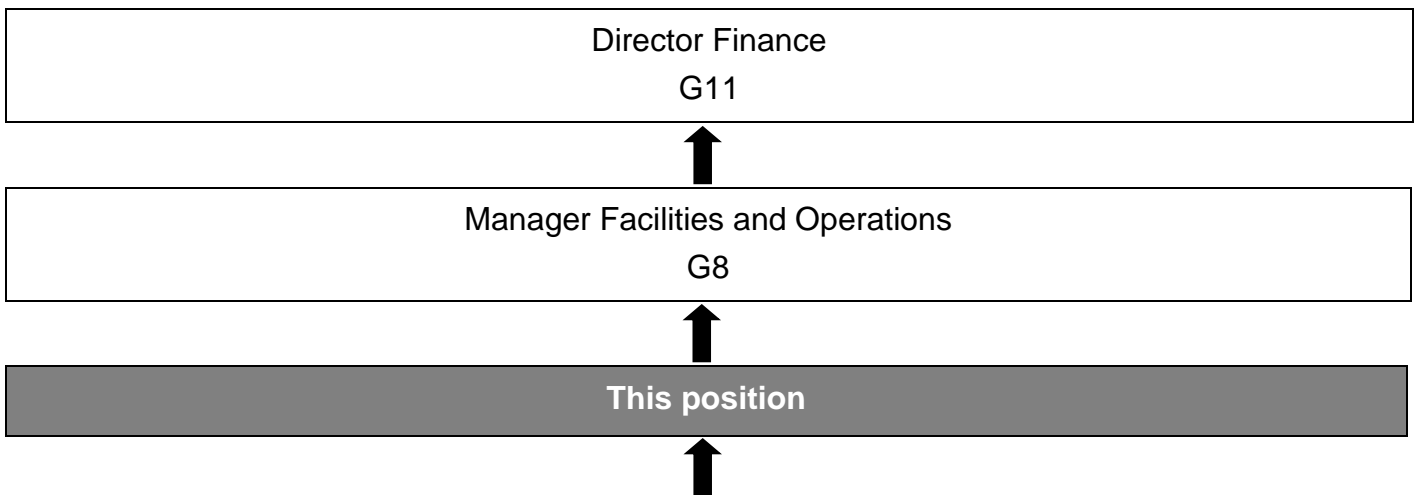
<b>Position number</b>	00003264
<b>Classification</b>	HSO Level G1/2
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Finance and Operations
<b>Function</b>	Finance
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Finance and Operations Business Unit, the Receptionist is responsible for:

- Providing reception and administrative services.

### REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title & Position Number	Classification	FTE
Nil		

## ORGANISATIONAL CONTEXT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), Health Support Services (HSS) was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS is committed to enhancing customer experience by delivering high quality shared services to customers, including financial, ICT, supply and workforce services within a dynamic and complex environment. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are simple, reliable and responsive for its customers.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams of people that continually seek to understand the needs of customers and to improve efficiency, processes and procedures, and add value for customers.

With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to employee career development and professional learning.

## HSS BUSINESS PLAN FOR 2019-21

# Our Business Plan for 2019-21

Purpose

We support our customers to provide excellent health care  
Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think customer first

We promise, we own, we do

We will find a way

We make a difference together

Objectives

**SIMPLE**  
Simplifying the customer experience

**RELIABLE**  
Consistently delivering a high quality service to our customers

**RESPONSIVE**  
Responding to our customers' needs and expectations

KPIs

Customer Effort Score

SLA Performance  
Service Agreement Performance  
Financial Performance  
Customer Driven Program Delivery

Culture Score  
Employee Engagement Score  
Transform2021 Performance

Priority Themes

Operating Model

Business Performance

Customer Experience

Culture and Capability

Key Activities

Completing the design and implementation of the remainder of our new Operating Model (and organisation structure).

Focusing on the Transform2021 program, and consolidating all other change and improvement initiatives, to drive better performance across our core services.

Working to improve our customers' experiences, including enhanced customer service skills, systems and processes.

Ensuring our people are equipped with the right set of capabilities and behaviours to support our business objectives.

## BUSINESS UNIT ROLE:

The HSS Finance and Operations Business Unit is responsible for managing the core financial services for HSS' customers, by providing accounts payable and receivable transactional services, as well as finance and operations services for HSS internally. For customers this means ensuring invoices are raised and debts are managed in a timely way. For HSS this includes managing accounting, planning, reporting against SLAs and tax for the organisation as well as facilities management.

## POSITION RESPONSIBILITIES:

### HSS Participation

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.

Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

### Role Specific Responsibilities and Key Outcomes:

- Provides a customer focused reception service to the area. Receives and directs visitors to relevant staff including escorting attendees to meetings, training rooms, interviews or courses throughout the building.
- Receives NurseWest job applications, competency certification and other courier deliveries left at reception.
- Responds to telephone enquiries and ensures a responsive customer services is provided to all callers.
- Takes bookings for staff uniform fittings.
- Receives and issues staff uniforms and reconciles uniform payments required from HSS staff to payroll deduction forms.
- Arranges meeting and training room bookings including rescheduling of room bookings.
- Takes bookings for and issues laptops, projectors and video conferencing equipment to HSS staff.
- Provide bridge resource support for telephone conference calls for HSS staff.
- Issues temporary security card access to contractors and auditors and ensure their return.
- Arranges catering for meetings / functions for Health Support Services.
- Organises vehicle bookings and issues keys and log books and maintains the driver's licence register for the HSS Fleet.
- Maintains and orders stationery, consumable supplies for kitchens and printer cartridges and arranges issuing of supplies throughout the building.
- Arranges couriers and other mail pick-ups and ensures that deliveries are referred to relevant staff members in a timely manner.
- Organises repairs and maintenance of office equipment.
- Provides administrative assistance and relief as required.
- Ensures the reception area is kept well presented.
- Types correspondence, reports and other documents as required.
- Performs other duties as required.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Relevant experience in the use of Microsoft Office Suite.
2. Well developed interpersonal and communication skills.
3. Good organisational skills and an ability to meet deadlines.
4. Ability to handle information in a sensitive and confidential manner.
5. Customer-focused approach to service provision.

### DESIRABLE CRITERIA:

1. An understanding of the WA Health structure and functions.
2. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

**DIRECTOR FINANCE**

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_