



Position Description

Position:	Receptionist/Fundraising, Marketing and Communications Administrator
Direct reports:	Nil
Reports To:	Fundraising, Marketing and Communications Manager
Approved Date:	30 November 2018

Overview

Anglican Family Care Centre has been delivering social services in Otago for over forty years, working with children and their families.

The organisation's mission is:

'Providing social services in Otago to children and families from diverse backgrounds to restore wellbeing and enhance their social resiliency'.

Anglican Family Care has the responsibility for delivering:

- Social services and counselling support to children and families
- Family Start programme
- Restorative Justice
- A strong brand and building community relationships

Purpose

- Provide front of house services in a friendly and professional manner
- Provide administrative support for Fundraising, Marketing and Communications (FMC) team
- Contribute to running a smooth and efficient office by providing timely assistance in general administrative tasks within Anglican Family Care office

Key Responsibilities

The table below provides an overview of the key responsibilities for this position in the form of deliverables and expected outcomes. The deliverables outlined are presented as included in, but limited to the role.

Deliverable	Expected Outcomes
1. Reception	
Greet internal and external customers, answer incoming calls, take messages and refer enquiries onto the appropriate person	Friendly, effective front desk for the agency
Offering clients and visitors refreshments	Clients and visitors feel welcomed

Deliverable	Expected Outcomes
Room bookings and ordering of catering for meetings as required	Meetings are catered for adequately and in agreed timeframes
Collect, scan, log and distribute mail daily	<ul style="list-style-type: none"> • Correspondence is processed within the agreed timeframes and processes • Best practice use of technology, systems and processes to ensure communications are managed effectively (includes staff messages) • Alignment and transparency of all inward and outward correspondence
2. Fundraising, Marketing and Communications Administration	
Managing the fundraising and marketing database including: <ul style="list-style-type: none"> • the financial processing of donations, grants and other income • receipting and thank you letters • keeping donor and supporter details up to date • running data reports • creating event invitations and RSVPs 	<ul style="list-style-type: none"> • Fundraising and marketing database is managed accurately • All donations are correctly receipted and donors are acknowledged
Control of cash receipts and disbursements	Processes are in place for accurate recording of all in-person donations (cash, cheque and gifts in kind) received at the agency
Assist with event/function planning	Arrangements are made to support events and functions
Assist with fundraising	Provide assistance with grant writing, accountability reporting and other fundraising tasks as required
Assist with marketing and communications	Provide assistance with newsletter, website, social media, publications and brochures, and any other tasks as required
3. Financial Administration and Support	
Control of cash receipts and disbursements Disperse petty cash (inc. vouchers) to staff	<ul style="list-style-type: none"> • Processes are in place for accurate recording of all donations and gifts in kind received into the agency • Petty cash, vouchers dispersed as required and recorded in appropriate spreadsheets
Provide backup cover to the Business Support Administrator	<ul style="list-style-type: none"> • Contribute to and to be able to provide cover for the Business Support Administrator as and when required. This involves but is not limited to: <ul style="list-style-type: none"> • Office administration tasks e.g. ordering stationery, office supplies and general admin duties as reasonably requested
4. Other Duties	
To undertake any other duties that may be directed by the Fundraising, Marketing and Communications Manager	

Scope of Responsibilities

The Receptionist/Fundraising, Marketing and Communications Administrator is responsible for the front of house services, supporting FMC team and supporting the Business Support Administrator as, and when, needed.

Health and Safety

Anglican Family Care is committed to achieving the highest level of health and safety for its staff. All employees are expected to take the initiative to identify report and resolve issues that may cause harm to themselves or others in the organisation. As an employee the health and safety of staff, members and colleagues as well as your own, are your responsibility. You are expected to work safely and to adhere to all agency Health and Safety Policy and Procedures. It is expected that you will report all accidents or potential hazards to your direct line manager.

Treaty of Waitangi

Anglican Family Care is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the articles as well as the principles of the Treaty of Waitangi – Partnership, Participation and Protection.

Person Specification

An Overview of the person specifications for this role is as follows:

Area	Essential	Desirable
Qualifications or Education:		Certificate or Diploma in Business Administration
Experience & Knowledge:	<ul style="list-style-type: none">• A high level of proficiency is required in Microsoft Office• Proven organisational skills and administration experience in systems, and processes with high accuracy and attention to detail	Experience with databases
Skills / Attributes:	<ul style="list-style-type: none">• Client driven (internal and external) to provide the best service and outcomes• Excellent writing and communication skills• A calm professional demeanour with the ability to maintain performance under pressure• A welcoming, friendly and pleasant manner, in person and telephone• Highly proficient with digital technologies such as: databases, financial administration, social media and websites• Excellent time management, prioritising and multi-tasking skills• Able to work comfortably within the framework of Anglican Family Care Centre's philosophy• Self-motivated with an ability to work as part of a team and independently• A sense of humour and unlimited patience• Culturally aware	

Personal Competencies

The competencies for the role are determined by applying the SHL Unified Competency Framework. The competencies specific to this role are as follows:

Competency	Essential	Desirable
2.1 Working with People	✓	
3.2 Persuading & Influencing		✓
3.3 Presenting & Communicating Information	✓	
4.1 Writing & Reporting	✓	
4.3 Analysing		✓
5.1 Learning & Researching		✓
6.2 Delivering Results & Meeting Customer Expectations	✓	
6.3 Following Instructions & Procedures	✓	
7.1 Adapting & Responding To Change	✓	
7.2 Coping With Pressures & Setbacks	✓	
8.1 Achieving Personal Work Goals & Objectives	✓	

Other attributes/factors necessary for this position:

- Is able to handle sensitive and or confidential information and/or act appropriately within the varying environments and situations required of the position.
- Is able to work outside of standard hours when required to achieve job objectives.

I _____ have read and understood this position description and I am aware of the responsibilities, requirements and duties of the role and I accept this position

Signature: _____

Date:

Manager

Name: _____

Date:

Signature: _____