

**Receptionist (Sunshine)
Position Description
January 2026**

Title:	Receptionist (Sunshine)
Classification:	Administrative Assistant Level A to Administrative Assistant Level D (according to Award)
Salary:	\$54,172.30 to \$58,907.91 pro rata, plus casual loading if applicable, plus superannuation of 12% per annum, for a full time position (According to Djerriwarrh's internal scale). Staff also have the ability to access "tax free" benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains its PBI status.
Status:	Full time, part time (fixed term contract) or casual
Award:	Labour Market Assistance Industry Award 2020

ORGANISATIONAL CONTEXT

Djerriwarrh Community & Education Services (Djerriwarrh) is a highly regarded not for profit charitable organisation which has been delivering high quality education, training, employment and youth programs in the western suburbs of Melbourne since 1989. Djerriwarrh's Mission Statement is 'empowering individuals and local communities to learn, connect and grow'. Djerriwarrh works in partnership with the community, other community based organisations, participants/clients and local, state and federal governments.

Education and training services including:

- Adult Community & Further Education (Learn Local provider)
- Vocational Education and Training (VET)
- Government (State and Federal) contracted training (Skills First)
- Skills for Education and Employment (SEE) and the Adult Migrant English Program (AMEP) trading as Learning for Employment
- Literacy and Numeracy services
- Djerriwarrh Community College
- Djerriwarrh Neighbourhood House
- Melton Suburban University Study Hub

Youth services including:

- School Focused Youth Services
- TAC L2P Learner Driver Program
- Better Futures
- Reconnect
- Homework Club

Employment services including:

- Parent Pathways

DJERRIWARRH'S VALUES

Caring – we provide a safe and welcoming environment for all.

Respectful – we treat all people fairly and equally.

Inclusive – we are welcoming and put people first.

Adaptable – we respond to individual and community needs in a creative and flexible way.

Accountable – we take responsibility for our decisions and follow through on our commitments.

Djerriwarrh is committed to quality, innovation and promoting a culture of continuous improvement in its governance, management and service delivery.

Djerriwarrh is committed to child safety and all staff, volunteers and board members have a responsibility to prevent child abuse and respond appropriately to allegations.

All Djerriwarrh employees have a shared responsibility to identify and manage risks particularly those associated with children and young people attending the workplace.

Djerriwarrh is committed to providing a safe and inclusive environment for all children and young people from all cultures including from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.

DJERRIWARRH'S QUALITY MANAGEMENT SYSTEM (QMS)

All staff contribute to Djerriwarrh's Quality Management System (QMS), which is aligned with ISO 9001:2015 and supports the delivery of high-quality services across all programs. Each employee is responsible for understanding and fulfilling their role in maintaining and improving quality standards, complying with relevant policies and procedures, and actively participating in continuous improvement initiatives. This shared responsibility ensures that the QMS remains effective, responsive, and aligned with the organisation's strategic goals.

POSITION OBJECTIVES

Djerriwarrh delivers a range of accredited training including the Adult Migrant English Program (AMEP) funded by the Department of Home Affairs and Skills for Education and Employment (SEE) Program funded by the Department of Employment and Workplace Relations.

The EAL programs/courses assist participants develop settlement and language, literacy and numeracy (LLN) skills, with the expectation that such improvements will enable them to participate more effectively in the Australian community, further training or employment.

Reception is the first point of contact for Djerriwarrh Community & Education Services internal and external contacts. The Receptionist position represents the organisation's values and creates a welcoming and supportive introduction to the organisation. The reception position entails a diverse skill base of administrative/receptionist skills required to support the operations of Djerriwarrh overall.

The role has three key functions:

- To maintain a professional and welcoming reception service
- To assist organisational services teams with various administrative functions
- To assist customers with their enquiries

PROGRAM SPECIFIC DUTIES & RESPONSIBILITIES

Reception

- Maintain a welcoming and professional public reception area reflective of Djerriwarrh values.
- Respond to general enquiries from the public, current students and participants, visitors and other stakeholders regarding Djerriwarrh Community & Education Services programs at all sites.

- Check eligibility of clients for all Djerriwarrh programs and refer where appropriate.
- Receive and despatch mail and deliveries.
- Monitor reception phone for messages and respond as appropriate.
- Manage booking processes for rooms and equipment.
- Inform site Manager of any site maintenance needs and maintain maintenance register and scheduling of services required.
- Assist with distribution of all promotional material for all programs to all internal/external stakeholders.
- Order and maintain stationary supplies, office consumables and equipment.

Administration

- Assist in maintaining and accurately inputting data into the student management system, client database and other administrative records.

General

- Attend and actively contribute to staff and site meetings.
- Liaise with Business Services personnel as required.
- Contribute to personal and team operational plan.
- Keep up to date with all programs being delivered by Djerriwarrh Community & Education Services across all sites.
- Participate in professional development.
- Perform other ad hoc duties as requested by the line supervisor.

CONDITIONS OF EMPLOYMENT

The Receptionist (Sunshine) is a full time, part time or casual position.

Remuneration falls under the Labour Market Assistance Industry Award. Salary is within the range of \$54,172.30 to \$58,907.91 pro rata, plus casual loading if applicable, plus superannuation. This position may access “tax free” benefits of \$30,000 grossed-up per annum. Djerriwarrh receives concessional fringe benefit tax treatment due to its current Public Benevolent Institution (PBI) status, and can therefore pass on these benefits to staff according to current tax legislation. This benefit is only available to staff while Djerriwarrh retains the PBI status.

The starting salary is dependent on relevant qualifications and experience. A probation period of 6 months applies to this position.

Confirmation of employment

Confirmation of employment with Djerriwarrh is subject to the provision of:

- Satisfactory outcome of Nationally Coordinated Criminal History Check (NCCHC) and Working with Children Check. A Working with Children Check is the responsibility of the employee.
- A valid Australian visa with work rights (if applicable).

Workplace Health and Safety (WHS)

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices that govern safety.

All employees are responsible for their own safety and that of fellow employees. All employees must:

- Report unsafe or unhealthy work practices to WHS representatives, coordinators and/or managers.
- Comply with WHS policies and procedures and to follow directions given by coordinators, managers or any WHS and Emergency Response Team representatives in relation to safe work practices.
- Comply with all current government and health expert advice, and requirements.

Site flexibility

Staff may be required to work at any of the Djerriwarrh sites including outreach sites. Djerriwarrh's head office is based in Melton with other sites in Sunshine and Ballarat.

Drivers licence

A current driver's licence is desirable.

Pre-existing injury

The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be adversely affected by employment in this position. This will assist Djerriwarrh in providing a safe work environment for new staff.

KEY SELECTION CRITERIA

Mandatory:

- KSC 1: Excellent interpersonal and customer service skills.
- KSC 2: Demonstrated experience in working with people from culturally and linguistically diverse backgrounds.
- KSC 3: High-level organisational skills and the ability to effectively handle multiple priorities.
- KSC 4: High level computer skills with demonstrated experience using Microsoft Office software.
- KSC 5: An ability to work well independently and as a team member.
- KSC 6: Problem solving skills.

QUALIFICATIONS/SPECIAL REQUIREMENTS

Qualifications in Business Administration or equivalent and/or relevant experience are desirable.

REPORTS TO

Senior Manager AMEP & SEE

SUPERVISES

N/A

IMPORTANT NOTES:

- Djerriwarrh actively encourages applications from Aboriginal peoples, people from culturally and/or linguistically diverse backgrounds, gender and sexually diverse people and people with a disability.
- Services comply with the provision of relevant Commonwealth, State or local government legislation, which has direct or indirect implications for the service.
- Services are conducted free from any sexual harassment and any unlawful discrimination which contravenes the:
 - ▶ *Racial Discrimination Act 1975*
 - ▶ *Sex Discrimination Act 1984*
 - ▶ *Disability Discrimination Act 1992*
 - ▶ *Disability Act 2006*
 - ▶ *Equal Opportunity Act 2010*
 - ▶ *Charter of Human Rights and Responsibilities Act 2006*
- Services are conducted in compliance with relevant sections of the:
 - ▶ *Privacy Act 1988*
 - ▶ *Freedom of Information Act 1982*
- Djerriwarrh is a child safe organisation and complies with:
 - ▶ *Child Wellbeing and Safety Act 2005*
 - ▶ *Worker Screening Act 2020*
- Djerriwarrh acknowledges and respects the privacy of individuals and handles personal information in compliance with Information Privacy Principles (Victoria) and the National Privacy Principles. Your personal information will be destroyed when no longer required.
- Djerriwarrh has in place an information security management system. All staff are required to comply with the relevant policies and procedures to protect the integrity and security of any information created or collected for the purposes of delivering our services and programs.

Declaration

My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.

Employee	Name:	Signature:	___/___/___
Manager	Name:	Signature:	___/___/___