# Job Description

## RECEPTIONIST/TEAM ASSISTANT

<table>
<thead>
<tr>
<th><strong>Department</strong></th>
<th>Guardian Australia</th>
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<tbody>
<tr>
<td><strong>Reports to</strong></td>
<td>HR/operations manager</td>
</tr>
<tr>
<td><strong>Normal location</strong></td>
<td>Sydney</td>
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<tr>
<td><strong>Terms and conditions</strong></td>
<td>12-month contract, full-time</td>
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<tr>
<td><strong>Purpose of the role</strong></td>
<td>Provide receptionist duties for Guardian Australia’s Sydney office and administrative support to the commercial team</td>
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### Key responsibilities and accountabilities

- Be the first point of contact for visitors (answer phone, welcome visitors, receive deliveries, take messages etc.)
- Liaise with building management and onsite security personnel to ensure office security standards are upheld and maintained
- Ensure the kitchen and stationery supplies are regularly stocked/refilled
- Ensure tidiness of Sydney office is maintained, and office space remains compliant with applicable health & safety legislation
- Meeting room preparation including basic phone and IT set-up (presentations, video conferencing etc.)
- Ensure external meeting rooms are ‘meeting-ready’ (stocked, assembled, tidy, all equipment functioning)
- Report/escalate any issues (equipment, building, security, suspicious activity etc.)
- Provide administrative support to the commercial team and senior management team (SMT) as required, including meeting bookings, arranging team travel and
client entertainment itineraries (flights, cars, hotel reservations, etc.) and SMT ‘away day’ planning and logistics

- Provide administrative support to the CEO as required, including diary management, travel and expenses
- Ensure the smooth operational and logistical delivery of monthly all staff meetings (Town Halls) including booking catering, collating presentations, sending reminders, event set up and close
- Support HR with leave processing, interview scheduling, new starter inductions and leaver administrative processes
- Complete general clerical duties (filing, audits, database tracking, visitor calendar maintenance etc.)
- Order new employee business cards (as needed) for the commercial team
- Review/suggest improvements to administrative processes
- Assist with general office events (catering, set up, close)
- Any other general office duties as required

**Key contacts and relationships (internal and external)**

All internal Guardian Australia staff and external visitors, GA commercial Sydney and Melbourne teams, SMT, CEO

**PERSON SPECIFICATION**

**Knowledge and experience**

- Previous experience in a similar administrative support role in an office setting
- IT skills (especially MS Office, Mac, Gmail, and Google products)
- Ability to perform well under pressure and meet deadlines
- Good command of PowerPoint and/or other presentation tools
- Event coordination/management experience (desirable)
- Project management experience (desirable)

**Skills / behaviours**

- Highly organised, methodical and detail orientated
• Ability to comprehend, record and schedule tasks
• Self-motivated, pro-active
• Exceptional interpersonal and communication skills, both verbal and written
• Flexible and positive attitude
• Optimistic and resilient
• Reliable
• Collaborative
• Calm under pressure
• Ability to prioritise/ manage own time
• Research skills
• Creative thinker with strong problem solving skills
• Strong integrity and experience dealing with sensitive information

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.