

# ROLE PURPOSE: Business Support/ Front of House



## How we value your contribution:

### Remuneration package

We aim to provide an overall remuneration package that is attractive and fair. Our global remuneration framework ensures we align to local pay, employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Salary packaging

We qualify as a health promotion charity so the Australian Taxation Office (ATO) allows us to reimburse you for personal expenses without having to pay any income or fringe benefits tax that would normally be payable. These tax concessions are in addition to the income Tax Free Threshold.

### Leave

You will have access to 20 days of paid annual leave each year (pro-rated for part-time employees) and receive 17.5% leave loading when you take annual leave. You will also receive 5 days paid leave between the Christmas and New Year period and other types of leave such as personal (sick or carers') leave, paid parental leave, long service leave and compassionate leave. In addition, we provide culturally significant leave for employees with commitments under Indigenous and other cultural customs, traditional laws or religions.

### Paid parental leave

We provide 8 weeks paid parental leave for primary carers at full pay and 4 weeks paid parental leave for non-primary carers. In addition, upon receipt of notification from the Family Assistance Office, primary carers may access 18 weeks paid parental leave at the statutory rate.

### Performance & development

Our performance and development framework enables you to work closely with your manager to plan, manage, and review your performance throughout the year. This approach also enables you to discuss development opportunities and areas for growth.

### Learning & development

Our approach to learning and development will enable you to have the information, skills and knowledge needed to do your job. We build the capacity of our people and support you with on-the-job experience, coaching and formal learning.

### Leadership

Leadership is a key priority for us. We have customized leadership programs for leaders at all levels that are focused on supporting our people to be inspired, empowered and to make an impact in their work so that together we can achieve our vision.

### Study support

We are proud that so many of our people are tertiary educated and we are committed to supporting tertiary education that is relevant to your work through our global study assistance program. Relevant applications for study support are considered annually, providing financial assistance and study days.

### Recognition

Our recognition program has been designed to recognize and acknowledge our people who live our values of Integrity, Collaboration, Empowerment and Action, in everyday activities. We recognize our people in three ways: Peer-to-peer, manager recognition, as well as length of service.

### Flexible work arrangement

You will have access to flexible work arrangements. We encourage a spirit of mutual flexibility, enabling discussions between you and your manager about maintaining work-life balance.

### Health & safety

We are committed to supporting your health, safety and wellbeing. We have worker Health & Safety Representatives in each of our offices to assist in making your workplace safe.

### Employee Assistance Program

You and your family will have access to free external, professional and confidential counselling assistance if you need help with personal, family or employment related matters.

## To work in The Foundation you will:

- Be eligible to work in Australia and other regions where you will be based
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions which are identified as working with children.



Role purpose defines the broad accountabilities of the positions, which may change based on organisational need.

Please refer to divisional, team and individual work plans for more specific details

## Our Vision

We see a world in which no person is needlessly blind and Indigenous Australia's exercise their right to good health.

## Our Purpose

To end avoidable blindness and improve Indigenous Australian's health.

At The Fred Hollows Foundation we offer a career where your talent and energy will help many see tomorrow.

# ROLE PURPOSE

**Role Title:**  
Business Support/ Front of House

**Division:**  
Business Operations

**Location:**  
NSW Sydney

**Date:**  
September 2018

**Employment type:**  
Full time

**Reports to:**  
Nisha Sima

**Number of direct reports:** NA

**Leadership Band:**  
Self-Lead

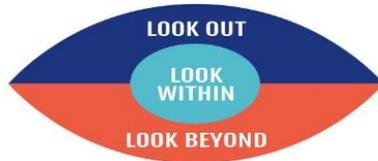
## Purpose of the role:

The Business Support is a shared role accountable for the day to day operation and management of a range of business and administrative services to the Foundation's Sydney Office. The position is the first point of contact for internal and external customers, guests and visitors and is the heart of administrative services to the rest of the Sydney office. The role owns the following outcomes:

- 1. Front of House:** Management of a range of duties and responsibilities including but not limited to: reception, switchboard, mail, FHF Outlook mailboxes, internal phone lists, update to FredNet content, mail volunteer management including rostering and reporting requirements, courier and postage, external document management.
- 2. Facilities management:** with building management ensuring that the building is functional and safe to operate in and service calls are registered via building management portal. Management includes all common areas, meeting rooms, car parking and storage; waste disposal and recycling; purchase of office supplies, consumables and equipment; managing access cards, business cards, cab charge, petty cash, stamps and other front of house requests as required.
- 3. Corporate Events & Catering:** Manage events and catering service requests and provide support in room bookings, IT/equipment set up, parking, catering, access cards and other meeting requests as required. Ensure that meeting rooms are adequately stocked; the cleanliness and set up of rooms are monitored and maintained.
- 4. iPOS Administration:** Manage the creation of purchase orders ensuring the iPOS workflow is adhered to; reconciliation and payment of accounts; support the iPOS team when required.
- 5. General Admin Duties:** As and when they arise.

## Our Capabilities:

- Look out
- Look within
- Look Beyond



## Essential Experience:

- 2-3 years' experience in office environment
- Able to follow work flow process
- MS suites intermediate
- Ability to work autonomously and with others
- Can think outside of the square
- People person

## As a member of the Foundation Family you will:

- 1.** Live by the values of The Foundation and support The Foundations culture, performance and brand.
- 2.** Adhere to all The Foundation policies & Procedures.
- 3.** Strengthen the health, safety and well-being of all/look out for the well-being.
- 4.** Lead, collaborate and contribute in all interactions.

## Skills:

- Excellent Phone manner and interpersonal skills
- Demonstrates the ability to problem solve and time management
- Basic knowledge of accounts payable and receivable
- Process and policy driven
- Calendar management

## Desirable Experience:

- May have worked in a NGO sector
- Ability to lead others

## Qualifications:

- Certificate in Business Administration or Equivalent

## The position involves:

This position (is not) recognised as having "Contact with Children" either direct or indirect  
This position does not involve "Working with Children" either direct or indirect.

**Travel:** NA

## Additional Responsibility:

Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.