

POSITION DESCRIPTION

JOB TITLE	Reception - Administration Assistant
BUSINESS UNIT	Corporate Services
REPORTING TO	Head, People, Culture & Governance
LOCATION	Armidale
AWARD COVERAGE	Clerks - Private Sector Award 2020 – Level 2
DATE	May 2026
JOB CODE	CS10

PURPOSE OF THE POSITION

With a focus on service excellence, the Receptionist - Administration Assistant provides low-level, routine reception and administrative support across UNE Life. The role is responsible for being a friendly, professional first point of contact for visitors and callers, and for assisting with day-to-day office administration tasks that support smooth operations.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.
- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.

- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

Reception and first-point-of-contact support

1. Provide a professional, welcoming front-of-house service and act as the first point of contact for UNE Life (in person, phone and email).
2. Respond to routine enquiries within scope and escalate non-routine, sensitive or complaint matters to the appropriate person.
3. Support visitor management processes (as directed) and maintain a tidy, presentable reception and Meeting Room environments.

General office administration

4. Provide low-level, routine administration support to UNE Life teams, in line with established procedures and manager direction.
5. Assist with basic coordination and logistics (e.g., bookings, document preparation, printing/collating, simple meeting support).
6. Support day-to-day office coordination (e.g., consumables/amenities monitoring, routine supplier/courier liaison as directed).
7. As directed, safely transport UNE Life personnel in a UNE Life vehicle for local work-related travel, in accordance with road rules, WHS requirements and UNE Life vehicle use procedures.

Records, systems, confidentiality and accuracy

8. Maintain accurate filing and records (electronic and hard copy) in line with UNE Life requirements and instructions.



9. Undertake routine data entry and maintain simple registers/spreadsheets as directed.
10. Handle operational and personal information with strict confidentiality and in line with privacy and records-handling expectations.

Support to Executive

11. Provide basic administrative support for routine processes (e.g., preparing onboarding packs, booking rooms for interviews/meetings, scheduling appointments, collating paperwork for processing).

Assist with simple, time-bound admin tasks/projects under direction.

Work Health and Safety and conduct

12. Cooperate with WHS policies/procedures, maintain a safe reception/work environment, and report hazards/incidents promptly.
13. Complete required training and follow UNE Life policies relevant to the role (as directed).

Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

SPECIAL REQUIREMENTS

- National Police Check on request
- Maintain current NSW Drivers Licence

KEY RELATIONSHIPS

Direct Reports:

- N/A

External Stakeholders

- Students
- Members of the public
- Suppliers and service providers
- Contractors and couriers/delivery providers
- UNE staff/visitors (as relevant to enquiries and site access)

Internal Stakeholders:

- UNE Life Colleagues



SELECTION CRITERIA

Essential

1. Demonstrated ability to deliver friendly, professional customer service as a first point of contact.
1. Basic experience in administration and/or reception tasks (or demonstrated capability to learn quickly in an entry-level role).
2. Clear communication skills (verbal and written) and confidence answering phones and dealing with enquiries.
3. Basic computer skills (e.g., email, calendars, word processing; ability to learn internal systems).
4. Strong attention to detail and reliability (accurate messages, correct filing, timely follow-up).
5. Ability to follow instructions, work to routine processes, manage competing priorities, and escalate issues appropriately.
6. Demonstrated ability to maintain confidentiality and handle sensitive information appropriately.

Desirable

7. Certificate II in Business/Administration (or working towards), or equivalent relevant experience.
8. Experience using multi-function printers, scanning, records management and shared inboxes.

POSITION DIMENSIONS

Work Health and Safety Statement

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

Equal Employment Opportunity

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

EMPLOYMENT AGREEMENT

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

