

**Position Description: IEU Reception & Office
Administration, Wattle Street**

Position	Reception & Office Administration, Wattle St
Department/Unit	Administrative Support Team
Role Designation	Professional and Administrative, Grade 1
Reports to	Administration Manager
Location	Wattle Street, IEU Office
Hours of Work	8:30am to 4:45pm
Approved	The Secretary
Approval Date	28 August 2025

Primary purpose

The Receptionist and Office Administration role provides critical reception and switchboard services, performs general office duties, whilst supporting the work of the larger IEU Administrative Team.

The role contributes to the smooth administrative operations of the IEU and achievement of its priorities.

Key accountabilities include

- Providing switchboard and reception duties, including answering and directing phone calls, taking messages, and handling general inquiries.
- Managing incoming and outgoing mail, emails, and packages.
- Managing various administrative tasks to assist with the smooth and efficient operation of the Wattle St office and the IEU more broadly.
- Supporting the general upkeep and maintenance of the Wattle St office.
- Acting as a point of contact for vendors and service providers.
- Organising and maintaining physical and electronic files and records.
- Providing support to colleagues with various administrative tasks.
- Assisting with ordering and managing office supplies and equipment.

Key challenges

- Punctuality and being responsive when rostered on at work are essential to both the effective operations of the Wattle Street office and the wider administrative support team.
- Ability to manage time to perform multiple tasks, manage priorities and plan workload to meet deadlines.
- Completion of work tasks with accuracy, timeliness and responsiveness to changing priorities.

Key relationships

Who	Why
IEU Members and Stakeholders	<ul style="list-style-type: none"> – Have the ability to interact professionally with IEU members and other stakeholders and develop the ability to refer inquiries to the appropriate member of the IEU team
IEU Administrative Team	<ul style="list-style-type: none"> – Develop and maintain effective relationships in order to foster collaboration, efficiency and meet IEU priorities.
IEU Colleagues	<ul style="list-style-type: none"> – Develop and maintain effective relationships across the IEU. – Collaborate on union issues, exchange information and work with colleagues.
Team Leader/Supervisor	<ul style="list-style-type: none"> – Escalate and discuss complex/significant issues; seek guidance/support when required; report on progress against work priorities.

Decision making

- Operate with a degree of autonomy within the responsibilities of the role.
- Accountable to Supervisor for progress and delivery of assigned outcomes.

Reporting line

IEU Administration Manager.

Direct Reports

The position has no direct line management responsibilities.

Essential requirements

1. Demonstrated experience in providing high quality reception and switchboard services in a responsive and professional manner.
2. Ability to perform general office administration duties, meeting deadlines and ensuring completion of tasks.
3. Demonstrated ability to organise, distribute, maintain and archive physical and electronic files, publications and records in an accurate and timely manner.
4. Experience in the efficient and accurate management of data, records, correspondence, mailouts and distribution lists.
5. Ability to liaise with and respond to a range of stakeholders including colleagues, members and employers.
6. Ability to multitask and manage competing priorities and deadlines.

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7. Professional appearance, flexibility, willingness to show initiative and to work as part of a team.
8. Excellent interpersonal skills, including understanding and respecting individual and cultural differences, and adapting service delivery appropriately.
9. Ability to complete word processing and data management tasks with accuracy and efficiency.
10. Understanding of and commitment to the principles underpinning the Union's work.
11. Willingness to perform other duties as directed-