



<b>Position title</b>	Reception & Administration Supervisor.
<b>Classification</b>	Social, Community, Home Care and Disability Services Award 2010 - Level 5. Pay point dependent upon experience.
<b>Salary range</b>	Hourly rate \$52.28 to \$54.65. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
<b>Conditions</b>	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Ongoing contract.
<b>Work location</b>	Office based in Bendigo.
<b>Team</b>	Corporate Services.
<b>Hours of work</b>	Full-time - 38 hours per week, 1.0 FTE. Some out of hour's work may be required.
<b>Direct reports</b>	Reception & Administration Team.
<b>Accountability</b>	Head of Risk, Infrastructure & Administration.

## **Position Purpose**

The Reception & Administration Supervisor leads and coordinates front of house and core administrative functions to ensure the organisation operates safely, effectively, and in alignment with CNV's values. The role has delegated responsibility for the day-to-day oversight of front of house operations, ensuring a welcoming, trauma aware environment for clients, staff, visitors, and contractors, and maintaining organisational readiness and service continuity within established organisational frameworks.

The role provides direct supervision and coordination of the Reception & Administration Team and is accountable for the coordination, prioritisation and quality of administrative and corporate support activities, including front-of-house operations, facilities and asset coordination, systems and ICT support, and operational compliance tasks. Working closely with the Head of Risk, Infrastructure & Administration and internal stakeholders, the Supervisor ensures administrative and compliance requirements are implemented in line with agreed procedures, risks are identified and escalated appropriately, and systems and processes are clear, sustainable, and fit for purpose.

Through collaborative, values-aligned leadership, the Reception & Administration Supervisor fosters a respectful, inclusive and psychologically safe workplace within front-of-house and administrative functions. The role supports structured ways of working, shared accountability and effective coordination, enabling staff to manage competing demands, respond appropriately to real-time issues and maintain consistent, high-quality service and administrative support.

## Key Relationships

### INTERNAL

- Head of Risk, Infrastructure & Administration (RIA)
- Reception & Administration Team
- Broader RIA Team
- CNV Staff
- Executive Leadership Team

### EXTERNAL

- Managed IT Service Provider
- Partner agencies
- DFFH
- Professional advisors

## Key Accountabilities

Key Result Area	Performance expectations
<b>Front of House Leadership &amp; Service Coordination</b>	<ul style="list-style-type: none"> <li>• Provide routine day-to-day leadership and operational oversight of front-of-house operations, ensuring consistent coverage, clear daily priorities and a welcoming, trauma-aware environment.</li> <li>• Ensure front-of-house practices support client, staff, visitor and contractor safety, confidentiality and dignity in accordance with organisational policies and procedures.</li> <li>• Coordinate and manage real-time issues, interruptions, and escalations at reception, exercising independent judgement within role authority and escalating matters where required.</li> <li>• Maintain oversight of reception systems, telephony, bookings, and site readiness to support smooth organisational operations.</li> <li>• Monitor service pressures and resourcing needs at front of house and adjust workflows and task allocation to maintain continuity and quality.</li> </ul>
<b>Team Leadership &amp; Workforce Coordination</b>	<ul style="list-style-type: none"> <li>• Provide inclusive, respectful, and values-aligned leadership to the Reception &amp; Administration Team, including day-to-day guidance, feedback, supervision and performance support within established frameworks.</li> <li>• Coordinate rostering, task allocation, and workflow planning to ensure coverage, continuity, and manageable workloads across front-of-house and administrative functions.</li> <li>• Support staff capability development through on the job coaching, clarification of expectation, constructive feedback, fostering confidence and accountability in role responsibilities.</li> <li>• Foster psychologically safe and supportive ways of working, acknowledging the high-contact, responsive nature of front-of-house and administrative roles.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor resourcing and workload sustainability, identifying emerging pressures and escalating emerging pressures to support continuity and staff wellbeing.</li> </ul>
<p><b>Administrative, Facilities &amp; Asset Coordination</b></p>	<ul style="list-style-type: none"> <li>• Delivery of core administrative functions, ensuring tasks are prioritised, coordinated, completed accurately, and aligned with organisational needs.</li> <li>• Coordinate facilities, property, fleet, and asset activities, including liaison with contractors and service providers under approved arrangements.</li> <li>• Ensure office environments, equipment, and shared resources are maintained, safe and fit for purpose to support staff and service delivery.</li> <li>• Monitor administrative systems and registers to ensure information is current, accessible, and managed appropriately.</li> <li>• Identify practical improvements to administrative and facilities processes to improve efficiency and staff experience.</li> <li>• Assist with the coordination of facilities, infrastructure, or asset-related projects, including contractor liaison, scheduling, documentation, and post-implementation follow-up.</li> </ul>
<p><b>Operational Compliance &amp; Risk Execution</b></p>	<ul style="list-style-type: none"> <li>• Maintain the completion of operational compliance activities relevant to front-of-house and administrative functions using established tools and schedules.</li> <li>• Ensure compliance tasks are completed in line with organisational procedures, legislative requirements, and agreed timeframes.</li> <li>• Monitor routine and emerging operational risks within areas of responsibility and escalate issues, incidents, or trends to the Head of Risk, Infrastructure &amp; Administration as required.</li> <li>• Support staff understanding of compliance expectations through clear instructions, accessible documentation and supervision.</li> <li>• Maintain accurate documentation and records to support internal review and auditing processes.</li> </ul>
<p><b>Systems, ICT &amp; Process Improvement Coordination</b></p>	<ul style="list-style-type: none"> <li>• Coordinate day-to-day administrative systems and ICT support functions, including triaging, prioritising, and coordinating resolution or escalation in line with organisational processes and service expectations.</li> <li>• Act as a key liaison between staff, internal stakeholders, and external providers (including the Managed Service Provider) for ICT systems, equipment, mobile devices, telephony, and video-conferencing support.</li> <li>• Support onboarding and offboarding processes related to systems access, ICT equipment, and devices, including coordinating</li> </ul>

	<p>procurement where approved and maintaining accurate asset and allocation registers.</p> <ul style="list-style-type: none"> <li>• Assist in identifying ICT needs, system enhancements, and workflow improvements, contributing operational insights and supporting implementation of agreed changes.</li> <li>• Support information, records, and cyber-related operational practices by maintaining functional oversight of Microsoft 365 platforms (e.g. Outlook, Teams, SharePoint, OneDrive), ensuring appropriate access, usability, documentation, and escalation of incidents in line with CNV policies.</li> <li>• Provide coordination and administrative support for projects relevant to front-of-house and corporate services, including tracking tasks and milestones, coordinating inputs, maintaining documentation, and supporting delivery.</li> </ul>
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**Competencies**

<b>Teamwork</b>	Attend and participate in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect.  Gain the cooperation of clients and staff where required.
<b>Problem Solving</b>	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
<b>Time Management</b>	The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
<b>Ability to Manage Tasks</b>	Set priorities and achieve positive outcomes within agreed timelines.
<b>Resilience</b>	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
<b>Negotiation Skills</b>	Ability to negotiate on delivery of conflicting time critical tasks.
<b>Interpersonal Skills</b>	The position requires the ability to gain cooperation and communicate with others.
<b>Attention to Detail</b>	This position requires a high level of accuracy and attention to detail.
<b>Relationships</b>	Capable of gaining the co-operation and assistance from staff to enable daily tasks to be performed.



<b>Responsiveness</b>	To changes implemented by CNV and Managers.
<b>Judgement and Decision Making</b>	Identifying and understanding problems and opportunities by gathering, analysing, and interpreting information. Using your own judgement to provide specialist advice to employee classified at a lower level.
<b>Written Communication Skills</b>	Prepare clear and accurate correspondence.

### Leadership Capabilities

<b>Application of Values</b>	Leads and inspires others with self-awareness of our biases and how they may contribute to perpetuating structural and systemic inequality.
<b>Decision Making</b>	Allows for deep enquiry and collaborative decision making and is open about the information used to make those decisions.
<b>Transparency, Accountability &amp; Excellence</b>	Recognises own role in achieving goals and contributes to the delivery of team objectives. Creates space for courageous conversations, clarifies expectations, implements support and activates accountability. Recognises and celebrates excellence.
<b>Change &amp; Transformation</b>	Models agility, remains accessible and positive and keeps the team focused and well informed through periods of uncertainty. Builds resilience and gains commitment for change and transformation through clear and authentic communication which inspires collective ownership.
<b>Collaboration &amp; Partnerships</b>	Encourages staff to think and act cooperatively, actively seeks opportunities to break down silos, and build cross team collaboration.
<b>Nurturing Talent</b>	Supports team members to build emotional self-awareness.
<b>Knowledge</b>	An understanding of broader CNV strategic priorities, and how these are achieved through the team's day to day work. Knowledge of OH&S and HR process.
<b>Empower &amp; Inspire</b>	Actively works to celebrate achievements. Recognises and acts on performance at all levels.
<b>Communication</b>	Listens, leads and communicates with an open mind, and a lens of head, heart and body.
<b>Diversity &amp; Inclusion</b>	Understands the value of diverse perspectives, and supports diverse approaches that enable all individuals to participate to the best of their ability. Leverages individual differences to achieve success.
<b>Workplace Environment</b>	Applies strengths-based solutions to staffing matters, building a safe space for all staff. Proactively works to anticipate and resolve issues that impact staff safety, and provide a team environment of clarity, trust or impact.

<b>Equality &amp; Power Sharing</b>	Approaches conversations with a view to reaching, where possible, collective decisions and agreements, encouraging contributions from all team members. Delegates effectively.
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## Key Selection Criteria

### **Mandatory:**

1. Diploma in Business Administration or a related discipline, or substantial demonstrated experience working in a senior administrative, front-of-house, or corporate services coordination role.
2. Demonstrated experience supervising, supporting, and motivating an administration and/or front-of-house team, with the ability to build a positive, respectful, and cooperative team culture and model high standards of professional conduct.

### **Essential:**

3. Demonstrated experience supporting operational or continuous improvement initiatives, including coordinating activities, tracking progress, managing documentation, and contributing to reporting for internal and external stakeholders.
4. Ability to manage competing priorities in a dynamic, changeable work environment, including planning and completing own work while supporting a team to meet deadlines and maintain service continuity.
5. Demonstrated proficiency in Microsoft 365 applications, including Outlook, Word, Teams, and experience using SharePoint and/or OneDrive for document management, shared workflows, team coordination, and access management.
6. Proven experience reviewing, developing and implementing administrative systems, processes, or procedures to improve efficiency, clarity and consistency, including the ability to contribute written guidance or reports where required.
7. Demonstrated commitment to CNV's vision and feminist values, including an understanding of the impact of gender and other inequalities and the ability to model ethical, inclusive, and power-conscious practice.

### **Desirable:**

8. Experience using workflow or task tracking platforms such as Monday.com, or similar systems, to support coordination, task visibility, or project tracking.
9. Demonstrated ability to identify and support resolution of system or process issues within an administrative or front-of-house context, including contributing to practical improvements.

## Application Process

**To be considered for this role, you will need to provide a cover letter and current resume.**

**Applicants will be assessed against the Key Selection Criteria listed in the Position Description.**

**Find information about the Application Process on the Careers page of our website**

**<https://www.cnv.org.au/job-application-process>**

**Application close: Friday 8<sup>th</sup> May 2026.**

**Note: we will review applications as they come in and may close the advertisement earlier.**

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website [www.cnv.org.au](http://www.cnv.org.au)

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

## **Other Requirements**

Requirements	Performance expectations
<b>Mandatory prior to commencement</b>	<ul style="list-style-type: none"> <li>• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years).</li> <li>• A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment.</li> <li>• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</li> <li>• Applicants are required to provide a certified copy of relevant Qualifications.</li> <li>• Employees must hold a valid Australian driver's license to drive CNV fleet vehicles.</li> </ul>
<b>Eligibility and the Right to Work and Live in Australia</b>	<p>To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights.</p> <p>You can gain employment with CNV if you are:</p>



	<ul style="list-style-type: none"> <li>• An Australian citizen – a birth certificate, citizenship certificate or current passport is proof of eligibility.</li> <li>• A non-citizen with a valid visa that provides work rights – a current passport containing the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date.</li> </ul> <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> <li>• Australian Passport.</li> <li>• Full Australian Birth Certificate and a form of photo ID.</li> <li>• Australian Citizenship Certificate.</li> <li>• Certificate of evidence of resident status.</li> <li>• Valid visa with work rights.</li> </ul>
<p><b>Cultural and Child Safety Statement</b></p>	<ul style="list-style-type: none"> <li>• CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.</li> </ul>
<p><b>CNV Board Statement of Commitment</b></p>	<ul style="list-style-type: none"> <li>• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways.</li> <li>• We acknowledge Aboriginal and Torres Strait Islander peoples’ sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination.</li> <li>• We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege.</li> <li>• We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history.</li> <li>• We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.</li> </ul>
<p><b>Cultural Safety in the Workplace</b></p>	<ul style="list-style-type: none"> <li>• CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute</li> </ul>



	<p>important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.</p>
<p><b>Commitment to CNV's vision and Philosophies</b></p>	<ul style="list-style-type: none"> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> <li>• Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.</li> </ul>
<p><b>Our commitment to diversity and inclusion</b></p>	<p>CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:</p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander.</li> <li>• LGBTIQA+.</li> <li>• People with disabilities.</li> <li>• People from diverse cultural and linguistic backgrounds.</li> <li>• People of all ages.</li> <li>• People with caring responsibilities.</li> <li>• People with diverse religious beliefs or affiliations.</li> </ul> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying, and discrimination.</li> <li>• Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.</li> <li>• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.</li> <li>• Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<p><b>Occupational health &amp; safety (OHS)</b></p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p> <p>In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times.</p> <p>All CNV employees, contractors and volunteers are required to:</p>

	<ul style="list-style-type: none"> <li>• Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV’s OHS policies and procedures.</li> <li>• Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others.</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace.</li> <li>• Report all injuries, illness or ‘near misses’ to their supervisor or manager.</li> <li>• Participate in relevant health and safety training based on roles and responsibilities.</li> <li>• As required, participate in the development and implementation of specific OHS hazard and risk management strategies.</li> </ul> <p>CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice.</p> <p>In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.</p>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Conduct risk assessments.</li> <li>• Demonstrate an understanding of, and a commitment to, CNV’s Risk Management Framework.</li> <li>• Report all hazards and incidents of which they become aware.</li> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> <li>• Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training, and supervision.</li> <li>• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.</li> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> </ul>
<p><b>Privacy</b></p>	<ul style="list-style-type: none"> <li>• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principals (APPs) and is committed to protecting the information it</li> </ul>

	<p>collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.</p> <ul style="list-style-type: none"> <li>• Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.</li> </ul>
<p><b>Use of Confidential Information</b></p>	<p>Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body, or CNV.</p> <p>Both during and after employment with CNV, employees must:</p> <ul style="list-style-type: none"> <li>• Not communicate confidential or private information to third parties.</li> <li>• Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.</li> <li>• Only access personal records, files, and information to facilitate direct work.</li> </ul>

**Position Description Changes**

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.