

POSITION DESCRIPTION

May 2010

Business Support Assistant

Primary objective of the position

- _The Business Services Assistant is a key position in our organisation that services our clients and staff. It is important that a professional and polite service is provided to our clients and staff at all times.
- _The Business Services Assistant will also be an active participant in the Business Support Group contributing to a collaborative and proactive team environment.

Reporting

- _Business Support Manager

Liaises with

- _Business Support team.
- _All Discipline Leaders and Principals.
- _All studio staff as required.

Key Personal Attributes

- _Friendly and polite.
- _Ability to keep tight deadlines.
- _Effectively collaborates with others.
- _Works well under pressure.
- _Punctual.
- _Good time management skills.

Key Skills and Experience

The following skills and experience are desirable:

- _Previous Reception and/or Office Administration experience.
- _Ability to prioritise and work under pressure.
- _Strong organisational skills.
- _Word Processing competency with a minimum of 40wpm with 98% accuracy.
- _Minimum Year 10 Certificate.
- _Computer literate with knowledge/training in Outlook/Word/Excel

Key Activities

Please note that periodically you may be asked to undertake activities outside of those listed below.

- _Filing and working with the all disciplines to ensure ongoing maintenance of files.
- _Archiving dated project filing.
- _Photocopy, binding, collating reports.
- _Scanning photos, burning CD's.
- _Errands to be completed as required.
- _Taking mail each afternoon to post office (as required).
- _Assisting receptionist during morning, lunch and afternoon tea breaks.
- _Entering incoming/outgoing mail into document database.
- _Assist with distributing mail/faxes daily.
- _Assisting the Business Service group with typing requirements (i.e invoices, minutes, report labels, file labels, etc.).
- _Troubleshooting problems associated with printers and photocopiers.
- _Ensuring a working knowledge of the library in order to use the library's facilities in the absence of the Librarian from the office.

Kitchen Duties

- _Assist loading biscuits, coffee, and tea each morning for all staff (as required).
- _Ensuring meeting rooms are kept clean and tidy and removing any drawings or documents left in the rooms and finding the owner of these documents.
- _Preparation of boardroom room lunches/teas/coffees as required.
- _Liaison with Office Assistant in charge of ordering monthly kitchen supplies.

Stationery Duties

- _ Ordering office Stationery, Binders, and Corporate Stationery.
- _ Checking and replacing stationery daily for staff use.
- _ Filling paper of all printers daily.
- _ Ensuring stationery/store room is kept clean.

Key Performance Indicators

- _ Professional and accurate typing of all documents.
- _ Files are created promptly and kept up to date with filing requirements as well as QA requirements.
- _ Development and maintenance of procedures to ensure that professional standards and required deadlines are met.
- _ Ensuring that Stationery supplies are kept stocked.
- _ Development and maintenance of procedures to ensure that all kitchen and staff amenities are maintained and the boardroom and kitchen are clean and tidy at all times.

Working Conditions

- _ Open plan studio environment
- _ **Hours:** 8.30am – 5.00pm Monday to Friday/1 hour for lunch
- _ Flexibility in working hours to meet deadlines imperative.

HASSELL Strategic Capabilities

Design Focus

- _ Demonstrates a multifaceted understanding of disciplines and their interconnectedness, and actively contributes to producing work consistent with the HASSELL vision for design excellence through all stages of the project: from design to construction to post-occupancy.
- _ Embraces, contributes and supports developments and further education in sustainable design, urban renewal and environmental design, and applies understanding of HASSELL sustainability ethos at a project level and in everyday work practice.
- _ Proactively seeks, harnesses and creates new knowledge by engaging with constructive critique, related magazines, and academic and practice knowledge to inform themselves and others, and supports work practices in the achievement of outstanding design solutions.

Results Orientation

- _ Focuses on taking personal responsibility for delivering results, managing our projects and work effectively and profitably by setting realistic deadlines.
- _ Strives for continual improvements in design excellence when confronted by problems and challenges, embracing complexity, curiosity and lateral thinking whilst engaging with a reasonable level of risk.

People and Partnerships

- _ Consults widely in a collaborative manner, embracing diversity regardless of pressure or circumstances and demonstrates a caring and sensitive approach to others.
- _ Models and encourages inclusive behaviour and helps create an environment of excellence, trust and respect.
- _ Proactively develops and nurtures positive internal and external stakeholder relations, facilitating a sense of inclusion and partnership, and relationships with clients actively support efforts to secure new and repeat commissions for HASSELL.

Persuasive and Robust Communication

- _ Communicates with clarity and ensures common understanding of the issues, consistently sharing knowledge and seeking the perspective of all interested parties.
- _ Consistently shows willingness to be open and to listen to others, creating a common understanding despite technical, knowledge or sophistication barriers and demonstrates the capacity to engage with a wide audience.
- _ Demonstrates the ability to challenge others while maintaining a sense of trust and respect.

Personal Drive and Conviction

- _ Demonstrates a passion and enthusiasm for the work of HASSELL, displaying integrity in all aspects of their work with a commitment to excellence and quality.
- _ Displays composure, commitment and openness to possibility in the face of challenge, takes responsibility for actions and ensures that they learn from each experience.
- _ Shows an ongoing commitment to personal growth and professional improvement, supporting and seeking advice from others as necessary to supplement expertise and demonstrates a commitment to giving the advice due consideration.
- _ Supports and mentors others in their pursuit of ongoing development.