

Position Description

Tautāwhi Manuhiri – Receptionist/Visitor Mentor

Position:	Tautāwhi Manuhiri - The Loft
Reports to:	Loft Kaiwhakahaere / Manager
Direct reports:	None
Functional Relationships:	
<i>Internal</i>	Loft Kaiwhakahaere / Manger Kaitūhono Hapori / Community Connectors Loft Tautāwhi/Loft Administrator All kaimahi working from The Loft
<i>External</i>	Tāngata whaiora / Clients Manuhiri / Visitors to the Loft External Bookings Suppliers Eastgate Mall Linwood Medical Centre Linwood Library Poto Williams Office Maintenance / IT Contractors Volunteers
Hours of work:	40 hours per week, 8.30 a.m. – 5.00pm
Location:	Level 1, The Loft, Eastgate Shopping Centre, Christchurch
Purpose:	Ensures effective and efficient services are provided at The Loft's Reception area.

The Loft Vision

Poipoia, tautokotia kia eke te tihi o Oranga. This translates to: 'through nurture and support you will reach the summit of wellbeing.'

The Loft's whakatauki was gifted to The Loft by Ngāi Tahu which represents the journey to wellbeing that we support people to undertake.

The Loft Purpose

Our purpose is to enhance outcomes for children, young people families and communities through a co-location and collaboration of social, community and health services.

The Loft Values

Our values express the essence of who we are at The Loft and we uphold these in all we do:

- Partnership – *Kotahitanga*
- Respect and integrity – *Mana*
- Inclusion – *Whakaurunga*
- Responsive – *Whakautu*

The Loft Principles

- Culturally responsive – *Ātanga ahurea*
- Client centric – *Te Mahi Tangata*
- Commitment to social justice and sustainable communities – *Toitu nga hapori ora i runga i te tika*
- Recognising success – *Whakanui*
- A culture of learning and Innovation – *Ahurea takiura*
- Efficiency and effectiveness – *Totika whaihua*
- A safe working environment – *Whare haumaruru*

Key Accountabilities

The key accountabilities of the role may change from time to time to enable The Loft to adapt to changes in the internal and external environment.

- Ensures the Reception area is staffed at all times and a welcoming atmosphere is maintained
- Ensures that all tāngata whaiora and manuhiri (clients and non-client visitors) are greeted and signed into and out of the appropriate register(s) where receiving service, attending a meeting or providing a service (contractors)
- Ensures that the Reception area and meeting rooms are clean and tidy
- Enters accurate and timely data as requested by the Loft Kaiwhakahaere / Manager
- Ensures information resources and sufficient supplies are on hand in the Reception area and meetings rooms
- Process and distribute mail, and courier items in a timely and secure manner
- Undertakes administrative or ad hoc functions as requested by Loft Kaiwhakahaere / Manager
- Manage external bookings and create positive relationships with our external and internal stakeholders
- Support the Social Emergency Response Service Clinical staff
- Be a key contact for Mall Management and Maintenance/Contractors
- Facilitate the maintenance of the office and reception space
- Be a member of the H&S Committee and support in H&S reporting and emergency systems
- Manage the intake and storage of donated goods
- Produce written reporting when required
- Be productive in developing positive ways to advertise The Loft to new external bookings

Quality Assurance

- Maintain appropriate electronic and written records
- Actively participate in refining and improving services and processes to improve outcomes
- Actively participate in The Loft's induction programme, training and other relevant learning and development opportunities as appropriate
- Actively participate in regular monthly supervision, and annual performance appraisals
- Seek out and actively participate in relevant learning and development opportunities
- Undertake other tasks from time-to-time as directed and in support of purpose.
- Assist with the preparation for and participate in internal and external audits and evaluations
- Attend and actively contribute to meetings as required
- Participate in any staff related surveys
- Model The Loft's core values in the course of carrying out the role

Required Experience, Qualifications and Competencies

- Excellent people and communication skills, is empathetic and welcoming
- The ability to develop and maintain positive working relationships with internal and external partners and stakeholders
- Experienced in de-escalation techniques and can remain calm and manage well under pressure
- A can-do attitude and a desire to learn new skills
- Experience with database systems would be an advantage but not required as training will be provided
- Experienced in using a range of office software, including the Microsoft Office Suite and Office 365
- Alignment with The Loft's and core values, service philosophy and a commitment to Te Tiriti o Waitangi

Key Competencies

- Administration: Able to plan, organise and make decisions, whilst balancing the needs of tāngata whaiora, manuhiri and tenants of The Loft
- Taking responsibility: Is results focussed and committed to making a difference
- Organisational ability: Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Teamwork: Has a friendly manner, strengths-based outlook, and a positive sense of humour. Is flexible and willing to change work arrangements or take on negotiated and appropriate additional tasks, where reasonable, in order to help the service or team meet its commitments. Takes a team approach to resolving issues.
- Creative Thinking: Able to generate creative and practical ideas and solutions to problems and service opportunities; willing to actively engage in offering ideas to provide improved systems
- Quality Assurance: Positively contributes to co-creating an outcomes culture through evidence-based practice and service monitoring and evaluation that results in improved experiences and outcomes for the organisation, our tāngata whaiora and kaimahi.
- Empowerment: Empowers self and others by contributing to and maintaining a pro-social working environment in which teams and individuals are encouraged and supported make decision, take responsibility for their actions and realise their full potential and manages personal wellbeing
- Resilience: Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective. Motivated to continue, even when things get difficult.
- Change Advocate: Act as a catalyst for change; treat change with optimism and as an opportunity for personal and organisational learning and growth

Health and Safety

- All workers are individually responsible for Health and Safety practices and will:
 - Familiarise themselves with The Loft's health and safety kawa and tikanga
 - Be personally responsible for their own and others health and safety at work
 - Promote and participate in health and safety, maintain a safe workplace, and ensure that any safety equipment is used correctly at the all times
 - Establish and insist upon safe methods and safe tikanga at all times
 - Comply, as far as the worker is reasonably able, with any reasonable instruction that is given by The Loft to allow The Loft to comply with the Health and Safety legislation
 - Co-operate with any reasonable kawa or tikanga of The Loft relating to health or safety at the workplace that has been notified to kaimahi
 - All tāngata whaiora, manuhiri and contractors sign into and out of the appropriate visitor register(s) and are aware of their health and safety obligations

- All contractors are issued with a visitors' badge and ensures they are signed in with Eastgate Mall's H&S system prior to starting any work.

Definitions

- Tautāwhi Manuhiri – Receptionist/Visitor Mentor
- Kaiwhakahaere – Manager
- Kaitūhono Hapori – Community Connector
- Tautāwhi – Administrator
- Kawa – Policy
- Tikanga – Procedure
- Tāngata whaiora – Clients
- Manuhiri – Visitors
- Kaimahi - Worker

AUTHORITY LEVEL

As defined by The Loft's Policies and Delegated Financial, Operational and Staff Authorities.

Authorisation of Job Description

Prepared by: Loft Operations Group

Authorised by: Kate O'Grady, Loft Manager – September 2020, Reviewed June 2022