

A more equitable world through better health.



POSITION DETAILS

TITLE	Receptionist
CLASSIFICATION	Professional Level 3.1: \$65,987+ super + salary packaging
TIME FRACTION	Full Time
CONTRACT TYPE	Ongoing
LOCATION	85 Commercial Road, Melbourne 3004, Boonwurrung Land
REPORTS TO	Manager, Administration Services
DIRECT REPORTS	Nil
LAST UPDATED	January 25

POSITION SNAPSHOT

Under the direction of the Manager, Administration Services, the Receptionist will be responsible for the maintaining of the front desk area and performing reception services, including the operation of a multi-line telephone system. In addition to reception, the position will provide additional administrative support as part of the administration pool.

As the first point of contact for Burnet, the Receptionist will have a friendly and professional approach with all callers, visitors and members of staff. The Receptionist takes responsibilities to ensure quality of services meet the expectation of the organisation and is required to develop and maintain effective working relationships across the Institute as well as with external stakeholders.

KEY RESPONSIBILITY AREAS

1. RECEPTION DUTIES	<ul style="list-style-type: none">• Be the first Point of contact for Burnet and provide courteous and reliable liaison with regard to enquiries, via telephone, email or in person• Handle all initial face-to-face enquiries and seek assistance from other staff where appropriate• Ensure only deliveries for Burnet staff members are accepted and recipients of deliveries are advised in a timely manner• Organise courier bookings, prepare or source required customs proforma documentation as required for international items.• Ensure the reception area is tidy at all times and brochures/forms restocked as required.• Manage and sort incoming and outgoing mail• Ensure visitors sign in and out of the premises via sign in kiosk• Manage Cabcharge vouchers & maintain register• Provide assistance with taxi booking service for staff and visitors as required• Manage and maintain meeting room keys• Manage and maintain security passes and/or Burnet Access ID• Report any incidents at reception at first instance, to the Manager, Administration Services
2. GENERAL ADMINISTRATION SUPPORT	<ul style="list-style-type: none">• Updating Staff Profile on Hub and on the internal staff directory – People Search• Organise staff business cards• Complete the workflow process for staff travel• Update daily 'Institute Wide Aways & Travel' with information received via leave forms submitted and email• Schedule meeting room bookings as required• Schedule Zoom videoconference bookings as requested• Respond to administration pool emails as directed by Manager, Administration Services

	<ul style="list-style-type: none"> Action notification of leaver requests received Action CT checking requests received
3. EVENT LOGISTICS	Provide assistance for event logistics by: <ul style="list-style-type: none"> Prepare name tags Assist with mail outs as required Prepare marketing gift bags as required Receive caterings during event day and notify relevant staff regarding this. Request Covidsafe materials (masks, hand sanitisers, etc.) from facilities and provide them for event purposes.
4. DONORS RECEPTION SUPPORT	When required, staff will: <ul style="list-style-type: none"> Handle Donor enquiries in a professional and courteous manner Assist with donor communication mail outs Field phone calls in relation to donations
5. TRAINING	Responsible for completing all required training in line with the position / role.

KEY SELECTION CRITERIA

QUALIFICATIONS / EXPERIENCE / KNOWLEDGE / ATTRIBUTES		
1.	A minimum of two years of experience in a front desk reception or specific office administration role (e.g. Receptionist, Administration Officer/Assistant/Coordination or equivalent)	Essential
2.	Strong customer focus	Essential
3.	Excellent spoken and written communication skills	Essential
4.	High level computer skills including Word and Excel	Essential
5.	Good organisational and prioritisation skills	Essential
6.	Ability to liaise with a wide variety of people	Essential

About Burnet Institute

Vision

A more equitable world through better health.

Purpose

Create and translate knowledge into better health so no-one is left behind.

Values

Respect, Equality, Inclusiveness, Diversity.

Who we are

Burnet Institute is an Australian-based medical research and public health institute and international non-government organisation that is working towards a more equitable world through better health.

What we do

We are committed to creating and translating knowledge into better health so no-one is left behind. We do this through engaging with and understanding the needs of a broad range of communities and stakeholders to develop laboratory-based and social research programs, policies and products that deliver better health outcomes.

Where we work



Priority countries:

Australia | Papua New Guinea | Myanmar

We also support and contribute to research and public health programs in other Asian, Pacific and African countries.

Australian Institute for Infectious Disease (AIID)

Burnet Institute is a foundation partner of the AIID, a visionary initiative designed to protect Australia and the wider Asia-Pacific region against major global health issues and pandemics. The state-of-the-art facility is expected to be open in 2028 and will be home to Burnet Institute, Doherty Institute and The University of Melbourne, with funding from the Victorian Government. In joining this exciting initiative, Burnet will remain an independent medical research institute.



BURNET 2030 STRATEGY

The Burnet 2030 Strategy focuses on growing our impact, placing equity at the centre of what we do, and paying close attention to the effects of a rapidly changing climate and environment. Our point of difference is our technical breadth—from laboratory-based discoveries to field research, to commercialisation to development programs; all to progress toward a more equitable world. This is what sets us apart. Our Strategy will also see us invest in our people, building our position as the aspirational workplace within the sector with ethical values and a culture committed to fostering talent for future leadership and rewarding careers.

OCCUPATIONAL HEALTH AND SAFETY

The Burnet has a commitment to providing a safe and healthy workplace in accordance with the Occupational Health and Safety Act 2004. All staff are obliged to take all reasonable care to ensure that their actions do not place themselves or others at risk.

OTHER REQUIREMENTS

Burnet Institute is a child safe organisation. The incumbent of this position will be required to undergo a Police Check and possibly a Working with Children Check as a condition of employment. The types of contact with children can be viewed [here](#). This position involves the following contact with children (any individual aged under 18 years):

CONTACT TYPE	Indirect Contact With Children
LOCATION OF CONTACT	Melbourne, Australia

ENQUIRIES

For enquiries, please contact careers@burnet.edu.au