

HR-F-201 JOB DESCRIPTION

Position Title:	Receptionist / Administration Assistant		
Division:	Vie Devonport Pty Ltd		
Reports to:	Principal		
Number of direct Reports:	0		
Award:	Banking, Finance and Insurance Award [MA000019]		
Delegated Authority Level:	As per Authority Matrix	JD Approval Date:	June 2025
Vie Vision Statement:	To revolutionise the finance and insurance industry by setting a new standard of excellence. We aspire to be the most trusted and innovative partner, known for our client-first approach, transparency, and commitment to education and empowerment.		
Purpose and Scope:	The Receptionist/Administration Assistant will act as the first point of contact for both internal and external customers. Responsible for providing high-level administrative and office support to the Vie Finance & Insurance Office. The ideal candidate will thrive in a fast-paced environment and take pride in solving problems. They will be able to anticipate situations that require action, and exhibit poise and maturity in dealing with sensitive information.		

Job Specification

Key Responsibilities	Major Activities/Deliverables
Safety Health and Environment Management	<ul style="list-style-type: none"> Adherence to all company health and safety policies and procedures in compliance with the Health and Safety in Employment Act, including taking all responsible steps to ensure your own safety and the safety of others.
Values and Behaviour	<ul style="list-style-type: none"> Adherence to our company values of client-centricity, transparency and trust, empowerment through education, continuous innovation, and pioneering excellence. Adherence to the code of conduct. Compliance with industry regulations and code of practice. Maintain the Company's positive reputation by adhering to standards, expectations, and compliance requirements
Responsibilities	<ul style="list-style-type: none"> Answers incoming telephone calls, determine purpose of call, and forward calls to appropriate personnel or relevant division.

	<ul style="list-style-type: none"> • Answers questions about the company and provide callers with address, directions, and other information. • Welcomes on-site visitors, determine nature of business, and announce visitors to appropriate personnel. • Manage the Vie Devonport email which includes assessing enquiries and directly to relevant departments/people or responding where appropriate. • Schedule meetings and appointments • Preparing/collate documents for client packs. • Assisting our Property Finance Team with post-approval processes, including but not limited to: <ul style="list-style-type: none"> ○ Liaising (on behalf of the Team) with clients, lenders, conveyancers/solicitors and other involved parties. ○ The preparation of, and directing documents ○ Creation and maintenance of in-house systems, and utilisation of 3rd party software. • Create invoices in Xero • Manage client gifts including purchasing, distribution and record keeping • Maintain office equipment and order office supplies. • Document control for office documents & templates. • Input, monitor and maintain Client Anniversary Database. • Ensure continuous improvement in all areas of the business. • Assisting colleagues with other administrative tasks as assigned.
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People Specification

Qualification/Licence	<ul style="list-style-type: none"> • High school diploma, Cert III or higher in Business or related discipline or equivalent proven experience. • Drivers Licence.
Experience	<ul style="list-style-type: none"> • 2 + years working experience ideally within Administration • Proficiency in Microsoft Office Suite and other relevant software applications. • Fast and accurate typing skills, experienced in data entry, composing emails and creating documents.
Technical Attributes and Competencies	<ul style="list-style-type: none"> • Highly organised to manage appointments, schedules and documents. • Strong organisational and time-management skills with the ability to prioritise tasks effectively. • Excellent verbal and written communication skills.
Personal Attributes and Competencies	<ul style="list-style-type: none"> • Well presented with a positive "can-do attitude • Strong organisational and time-management skills with the ability to prioritise tasks effectively. • Ability to maintain confidentiality and handle sensitive information with discretion. • Aligned with company values.

	<ul style="list-style-type: none"> • Ability to maintain strict confidentiality. • Upholds organisational values.
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Commitment			
I have fully read and understand the job description and: <ul style="list-style-type: none"> • I accept and understand my responsibilities listed in this Job Description and agree to carry them out to the best of my ability. • I accept and understand the potential implications of breaching my responsibilities listed in this Job Description; and • I accept and understand that there may be times where I will be given reasonable directions that may not be listed in this Job Description and will carry them out to the best of my ability. 			
Employee's Signature:		Date:	
Job Description Written By:	HR	Date:	

Form History			
Description	Reference#	Date	Authority
New Position Description	HR-F-201	13/06/2025	CEO
Next Review Due:			July 2027