



Position Description

Lead Reception & Client Services Officer

Position	Lead Reception & Client Services Officer
Team	Operations
Role Classification	SCHADS Award Level 5
MARAM Tier Level	Tier 4
	Please refer to MARAM Responsibilities guide for further information
Location	Frankston and Sandringham (Bunurong Land) From time to time the incumbent may be requested to work from, or be based at, other Family Life sites.
Reports To	Senior Manager Operations
Effective Date	August 2026

Overview of Program

At Family Life, we believe every child deserves to thrive in a safe and healthy family environment. Family Life is a specialist family services provider that has worked with children, families and communities for more than 50 years. Our vision is to work with clients and partners to create capable communities, strong families and thriving children. We are proudly purpose-driven, independent and not for profit. We support our community through our specialist family services, community strengthening programs, a network of op shops, a vibrant engaged volunteer community and passionate skilled staff.

The Operations Team is a vital link between Family Life's Services and Corporate functions, creating the foundations that enable quality, person-centred services to be delivered across the organisation. Through responsive, client-focused support, the team provides the operational, workplace and technology services that empower Family Life's people and services to thrive.

Position Objective

The Lead Reception & Client Services Officer plays a hands-on role within the Operations Team, leading the delivery of high-quality reception, client services and operational support across Family Life. Working alongside the team, the role coordinates front-of-house activities, guides workflow and service standards, and helps ensure Family Life's sites are warm, welcoming and safe.

Key Responsibilities

The key responsibilities include but are not limited to:

- Develop, lead and motivate a high-performing Reception & Client Services team, managing workflow, performance, customer service standards and referral triage processes while fostering a culture of continuous improvement.
- Ensure the delivery of high-quality customer service and accurate information to clients, staff, volunteers and other stakeholders, including maintaining timely and accurate client records and escalating issues where required.
- Manage reception and front of house operations across multiple sites, including visitor management, phone enquiries, appointment coordination, client payments, mail processing, site opening and closing procedures, and creating a welcoming environment for all visitors.
- Lead and support the Reception & Client Services team in delivering workplace facilities and property support services, including coordinating routine maintenance, duress alarm testing and general site functionality.
- Coordinate fleet activities, including vehicle bookings, servicing arrangements – including driving vehicles to appointments and between sites and parking coordination.
- Manage front office systems and processes, including client software, desk booking, vehicle booking and operational tracking systems, ensuring the team is competent in their utilisation.
- Office resource management activities such as stock control, supplies and deliveries. Physical management of stock, workstation set up and office equipment required.
- Proactively provide accurate and timely advice to management on operational issues to support informed decision-making.
- Fulfil First Aid and workplace health and safety responsibilities in accordance with legislative requirements and Family Life policies.
- Undertake other duties as required consistent with the role.

Key Selection Criteria

1. Certificate IV or higher in Community Services, Business Administration, Customer Service, Leadership and Management, or a related discipline, or equivalent demonstrated experience.
2. Demonstrated experience leading, coaching and supporting staff, including workflow allocation, performance support, training and mentoring.
3. Excellent organisational, administration and time management skills, with the ability to prioritise competing demands, manage workflows and maintain a high level of accuracy and attention to detail.
4. Demonstrated experience working in a front office, reception, or similar client facing environment, preferably within a community services, health or not-for-profit setting.
5. Demonstrated ability to provide high-quality customer service and build positive relationships with clients, staff, volunteers and stakeholders from diverse social and cultural backgrounds in a complex environment.
6. Strong verbal and written communication skills, including the ability to communicate sensitively and professionally with people experiencing vulnerability or distress.
7. Demonstrated experience coordinating administrative, office operations or workplace support functions, with the ability to identify opportunities for continuous improvement.
8. Experience using client management, booking and business systems, together with strong information technology skills and the ability to learn, support and promote the effective use of technology and processes. Experience with Microsoft 365, appointment booking systems and CRM platforms will be highly regarded.
9. A full valid and current driver's license.
10. Enthusiastic with a positive, can-do attitude and commitment to the Family Life Way.

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.



Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family life operates across multiple sites; therefore it is essential that all employees hold a valid and current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.