

Our purpose

To reduce the rate and impact of cancer through best practice prevention, research and support.

Position description and person specification

Position title:	Accommodation Receptionist	
Unit:	Support and Research	
Department:	Accommodation and Practical Services	
Location:	202 Greenhill Road, Eastwood	
Manager:	Reception Team Leader	
Employment:	Part time	
Last updated:	August 2025	By whom: Accommodation and Practical Services Lead

Cancer Council SA

- has worked resolutely since 1928 to deliver cancer research, prevention, and support services
- is the state's leading independent, cancer-related, non-government organisation, dedicated to reducing the impact of cancer for all South Australians
- invests in three main strategic objectives: research, prevention and support
- is uniquely positioned as a resource for action and a voice for change towards a cancer free future
- is committed to The National Principles of Volunteer Involvement and Management
- maintains a non-smoking workplace and provides assistance with quitting
- requires employees and volunteers to promote cancer-preventing healthy lifestyle practices and behaviours, as outlined in organisational policies

Our core values are represented by three value statements:



Care

We are driven to make a difference for all—those we serve, our teammates, our partners and ourselves.



Integrity

We strive to do the right thing always, act truthfully and honourably, be our authentic selves, be inclusive and embrace diversity.



Excellence

We work as one team and constantly push ourselves to be the best we can. We arrive every day inspired to make an impact through our talents, passion and commitment.

Unit role and objectives

Support and Research

Cancer Council SA has an outstanding reputation for funding and delivering critical cancer research, prevention and support programs as well as a track record of successful advocacy. Its vision of a cancer free future is progressed through support for people impacted by cancer today and bold leadership to reduce the burden of cancer in the future.

The Support and Research Unit delivers evidence-based, quality supportive care services and programs that are sustainable, support the provision of optimal care and are accessible to all South Australians. The unit undertakes and funds high quality research across the continuum from biomedical to translational to population health approaches.

Position overview

Our facility incorporates 120 rooms of guest accommodation, one level of corporate office space and multi-level car park.

Being a unique style of accommodation and office space, this is a fast-paced hands-on role and the face of Cancer Council SA!

Accommodation Receptionists are responsible for all front desk operations including taking reservations, assisting with guest queries, processing travel subsidy forms, invoicing, cash reconciliation, payment transactions and other general office duties as required.

As the role is rostered over a 7-day week and the facility is open 24/7, flexibility is essential.

Reporting relationships

This position reports to: Reception Team Leader

Number of staff reporting to position: Nil

Key accountabilities (outcome based)

Responsible for the efficient operation of front desk reception services, including but not limited to:

- welcoming all guests and visitors delivering exceptional customer service. Orientating guests to site facilities and informing them of services available. Ensuring all visitors and guests are signed in
- answering all incoming phone calls professionally and empathetically
- Re-directing calls to the appropriate team and delivering messages by email as required
- booking guest accommodation, processing arrivals, departures and preparing guest accounts utilising booking software (RMS)
- administering individual state travel subsidy schemes, including responding to guest queries and processing of payments
- liaising with key stakeholders regarding any guest requirements e.g. housekeeping, catering, maintenance and social work
- observing guest activity, ensuring their needs are met and their stay is as comfortable as possible

- arranging support services such as Transport to Treatment, shopping trips, meal ordering and social work
- processing of payment transactions and reconciliation of daily takings (Cash/EFTPOS)
- responding to on-site emergency situations by following procedures, including contacting emergency services as required
- maintaining and programming access cards
- preparing daily reports
- general reception office duties and administrative support to other teams
- supporting and training new reception team members
- if required undertake relief Night Duty Officer shift (9.45pm – 7.15am)

Protect your own health and safety and that of others by:

- complying with and actively contribute to the development of organisational policy and safety systems
- following reasonable instructions and training and complying with organisational policy and safety systems
- identifying and reporting workplace hazards and incidents to their supervisor
- complying with Cancer Council SA's WH & S policies and procedures
- providing a safe working environment for all staff (paid and voluntary), contractors and invitees
- ensuring that staff (paid and voluntary), contractors and invitees comply with updated policies and procedures

Special conditions

- the successful applicant must be a non-smoker
- intra/inter-state travel, out of hours and weekend work may be required
- appointment will be subject to a satisfactory police check and may require a further Department of Human Services clearance
- must hold or be willing to obtain a current First Aid Certificate
- attend provided training for Emergency Management

Person specification (knowledge, skills and experience)

- experience in a fast-paced reception / accommodation role
- working knowledge of RMS Cloud or similar reservation software is desirable
- flexibility to work various rostered shifts, including early mornings, late evenings and weekends
- work autonomously and in isolation, and undertake the role without direct supervision

- highly organised, with good time management, attention to detail and able to multitask
- exceptional customer service skills
- must enjoy guest interaction and demonstrate empathy for people undergoing medical treatment
- professional telephone manner and excellent standard of personal presentation
- ability to maintain confidentiality and deal sensitively with guest information
- ability to work within the boundaries of the role and escalate issues to senior staff to achieve optimal outcomes
- computer literacy
- integrity and commitment to ethical behaviour

Signatories

Incumbent

Name: _____

Signature: _____

Date: _____

Manager

Name: _____

Signature: _____

Date: _____