

Administration Officer – Children’s Services

Team	Library & Community Services
Division / Section	City Services & Assets
Location	Wellbank Children’s Centre
Classification/Grade/Band	Grade 5
Position Code	CB0159
Date position description approved	July 2020

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- To provide administrative support to the City of Canada Bay Early Education and Care services.
- To provide a high level of customer service to families, visitors and the community.
- To work cooperatively within Council, Centre and community precinct.

Key accountabilities

Technical/Operational

- Process attendance sheets, absences, failure to sign in/out and contracted hours.
- Process CCMS (including vacancy data).
- Monitor and maintain the Centre waiting list including an annual waitlist update
- Monitor and maintain Centre occupancy and process all enrolment and withdrawals
- Monitor and maintain Centre allergy, action plans, medication forms & medication expiry date registers.
- Prepare correspondence, forms, reports, newsletters, health notices, meeting minutes and agendas.
- Assist the Centre Coordinator with staff attendance records and other HR requirements.
- Create flyers and factsheets and update promotional collateral.
- Monitor and procure supplies and consumables.
- Respond to administrative request as appropriate.
- Provide administrative support to other areas of Council as required.
- Maintain records as per the National Regulations in relation to child enrolments.

- Provide reports as requested by Centre staff (Date of Birth, emergency contacts, incursion/excursion permissions etc).
- Archive records in accordance with National Regulations, privacy and confidentiality legislation and City of Canada Bay online documentation system (ECM).
- Contributes to the development, review and implementation of Centre procedures, policies and practices.
- Maintain Centre policy manuals
- Completion of building and maintenance requests as appropriate.
- Attend and contribute to Centre staff meetings, complete meeting minutes and relevant in-service training.
- Assist with planning and implementation of Centre events and functions.
- Maintain relevant knowledge in relation to issues effecting the administration of children services
- Conduct tours of the service
- Maintain biometric box database

Management & Leadership

- Manage P&R tasks, email and telephone enquiries.
- Plan, promote and implement fundraising initiatives in collaboration with centre staff.

Financial

- Process bonds, Family payments, child care fees, child care subsidy
- Maintain accounts and procurement procedures, including petty cash, purchase orders and payment requisitions.
- Process credit card transactions for Centre Cook
- Adhere to budget for supplies and consumables

Communication, Consultation & Engagement

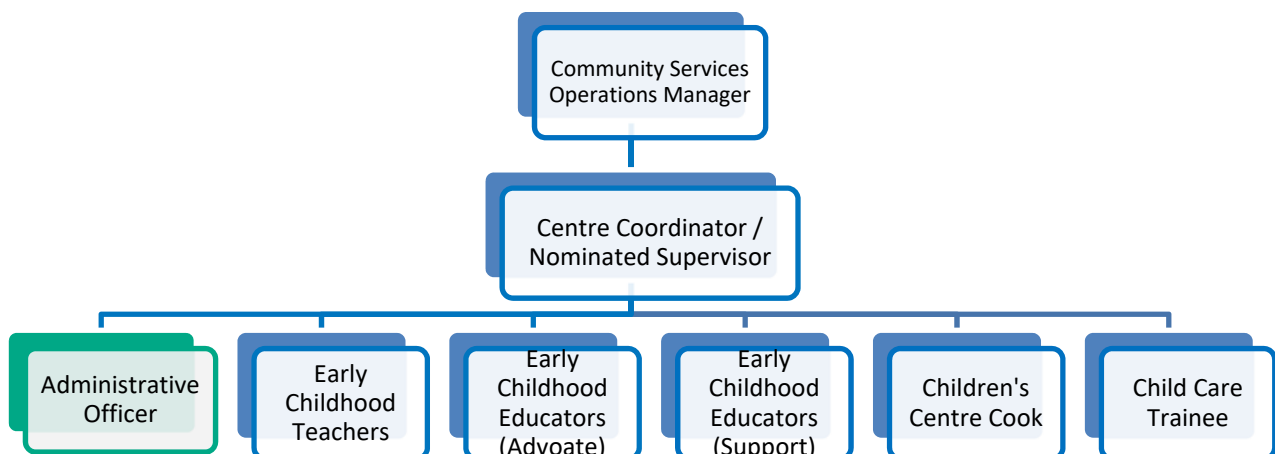
- Liaise with families relating to the provision of information.
- Respond to customer enquiry in a prompt and professional manner.
- Promote a positive image of the Centre through interactions with families, children, visitors and staff.
- Work cooperatively with the Centre team.
- Work in partnership with other key stakeholders within the Community Precincts including the Schools, Early Childhood Health, OSCH, Occasional Care and Concord Library
- Contribute to maintaining online information.
- Promote a positive image of Council throughout the community and with key stakeholders.

General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Collaborate and communicate with Divisional staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Support a respectful and positive workplace environment by complying with the Workplace Behaviour Standards and Expectations Policy and responsibilities identified in section 2 of the Schedule of Operational Responsibilities outlined below
- Carry out additional tasks within your skills set as assigned by your Supervisor.

Position/Department Structure

This position reports to the Centre Coordinator/Nominated Supervisor:



Essential Knowledge, Skills and Experience (Essential Criteria)

- Extensive administrative experience.
- Demonstrated organisational and customer service skills.
- Exceptional attention to detail
- High degree of professionalism and confidentiality
- Accurate data entry skills.
- Excellent level of written and verbal communication.
- High degree of computer literacy in Microsoft products including Word, Excel, Outlook, Power Point.
- Demonstrated strengths in interpersonal skills.

- Proven experience in working both independently and as a member of a team, to plan, organise and work effectively in a fast paced environment.

Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Experience working in an early childhood service in accordance with Education and Care Services National Law/Regulations
- Local Government Experience.
- Previous experience using \ Xplor software highly regarded
- Knowledge of Child Care Management System and Child Care Subsidy (Family Assistance Law)

Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Director

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Community Development and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We treat each other the way we would like to be treated.

8.5. Respect

We work together collaboratively, and in support of each other.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Supervisor / Manager

Date: _____

SKILLS PROGRESSION & ASSESSMENT RECORD

ADMINISTRATIVE OFFICER, CHILDREN'S SERVICES



Generic skills – Apply to all salary steps

Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accept responsibility for and manage own work	Work area is well organised and safe in accordance with relevant standards/policies						
	Instructions are clearly understood and factors effecting work requirements are identified and appropriate action taken						
	Workload is reviewed and prioritised within allocated timeframes						
	Responsibilities and duties are performed in accordance with work standards and Council policies, procedures and code of conduct						
	Appropriate persons are informed if additional support is required to complete allocated work within agreed timeframes						
Communication	Communication with staff at all levels is appropriate to the workplace standards and promotes co-operation at all times						
Code of Conduct, organisational policies, operating management standards and procedures	Comply with the requirements of Council's Code of Conduct						
	Comply with all organisational policies, operating management standards and procedures						
Customer Service	Communication with the public is conducted in a courteous manner and the information provided is accurate and timely in accordance with Council policy						
	A standard of personal presentation and contact with customers is in accordance with Council policy and guidelines						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Complaints or disputes are identified and resolved promptly or referred to the appropriate person(s)						
EEO	The principles of equal employment opportunity are observed and implemented						
Maintain Records	Confidentiality of information and records is maintained						
	Records are secured, accessible, accurate and up to date						
	Complies with Council’s Records Management Policy and the State Records Act 1998						
Organisational Values (James to update)	<i>Creativity</i> – explore, and encourage others to explore, opportunities and new ideas						
	<i>Fun</i> – Maintain a positive attitude and get to know others in the workplace						
	<i>Leadership</i> – Inspire and enable themselves and others to reach their full potential						
	<i>Respect</i> – Work together collaboratively and in support of each other						
	<i>Teamwork</i> – treat others the way you would like to be treated						
Sustainability	Contribute to Council’s environmental sustainability objectives and targets through active participation and compliance with Council’s policies and procedures						
WH&S and Risk Management	Take reasonable care for the health and safety of themselves and others						
	Cooperate with any reasonable policy or procedure of Council in relation to WH&S						
	Reports all incidents, hazards and near misses to their direct supervisor						
	Use Personal Protective Equipment (PPE) where appropriate						
	Maintain all tickets, licences, operative training etc., required for the job.						

Generic skills – Apply to all salary steps							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	Attend all specified training and induction courses						
	Participate in workplace inspections						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Meet Essential Qualifications and Experience							
Extensive administrative experience.	<ul style="list-style-type: none"> • Tasks and administrative activities are completed accurately and promptly. • Produces correspondence, documents, spreadsheets accurately in the required format/template and within agreed timeframes. • Refers to the Administration handbook to complete required tasks and seeks assistance as needed. • Ability to use and operate a variety of basic office equipment (eg. Printers, copiers, scanners) in the course of completing assigned tasks. 						
Demonstrated organisation and customer service skills.	<ul style="list-style-type: none"> • Demonstrates some ability to self-manage workload. • Provides general assistance for enquiries. • Responds to emails and calls as required. • Greets and welcomes families and children to the Centre. 						
High degree of professionalism and confidentiality	<ul style="list-style-type: none"> • Follows confidentiality policies and procedures. • Communicates with other staff about confidential matters on a need to know basis. • Personal presentation is satisfactory and represents council in a professional manner. • Contributes to a positive work culture. • Has an awareness of councils Child Safe organisation practices. 						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Accurate data entry skills and attention to detail.	<ul style="list-style-type: none">• Maintains CCMS and fee software.• Maintains waiting list• Participate in quarterly audit by Community Services Operations Manager.						
Excellent level of written and verbal communication.	<ul style="list-style-type: none">• Handles enquiries and requests for information in a courteous and helpful manner.• Enquiries are dealt with promptly and efficiently.• Contributes to the Centre’s newsletter and other communications as required.▪ Encourages and listens to other staff member opinions.▪ Is courteous and respectful of all staff members.▪ Written communication is clear, accurate and concise.						
High degree of computer literacy and demonstrated ability to use numerous computer programs	<ul style="list-style-type: none">• Demonstrates the ability to utilise Microsoft products.• Participates in training of Council and centre specific computer systems e.g TechOne, ECM, Xplor, etc.• Emerging ability using Council and centre specific computer systems.						
Proven experience in working both independently and as a member of a team, to plan, organise and work effectively in a fast paced environment.	<ul style="list-style-type: none">• Daily work tasks are carried out without supervision.• Attends, minutes and contributes to staff meetings.• Contributes ideas and gives opinions.• Works well within a team.• Offers and accepts feedback to/from team members in a professional manger.						

Step 1							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
	<ul style="list-style-type: none"> Follows the Centre's dealing with Grievances and Complaints Policy and Code of Conduct. Prioritises tasks to meet centre needs and deadlines. Develops systems and strategies to manage time and ensure all task are completed as required. 						

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Extensive administrative experience.	<ul style="list-style-type: none"> Ability to listen and take accurate notes for typing up staff meeting minutes. Refers to the Administration handbook and independently complete tasks as per the Administrations Handbook timelines. Assists others in the operation of basic office equipment. Ensures consumables and stationary are maintained. 						
Demonstrated organisation and customer service skills.	<ul style="list-style-type: none"> Demonstrates an increasing ability to self-manage workload. Demonstrates an emerging understanding of centre operations, policies and procedures and responds accurately to enquires. References government information to develop a growing understanding of the child subsidies and other government payments. Maintains clean and organised desk and foyer. 						

Step 2							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
High degree of professionalism and confidentiality	<ul style="list-style-type: none">Identifies professional development needs.						
Accurate data entry skills and attention to detail.	<ul style="list-style-type: none">Archiving of records accurately and in accordance with the Centre policies.Proofreads and edit documents as requested.						
Excellent level of written and verbal communication.	<ul style="list-style-type: none">Written communication is clear, accurate and concise.Engages in honest conversations with families.						
High degree of computer literacy and demonstrated ability to use numerous computer programs	<ul style="list-style-type: none">Mentors staff in the use of all relevant computer programs and systems.Uses computers and systems with minimal error or assistance.						
Proven experience in working both independently and as a member of a team, to plan, organise and work effectively in a fast paced environment.	<ul style="list-style-type: none">Offers support to new staff members.Sources professional development training.Respects and acknowledges the diversity of the team.Reviews time management systems and strategies to ensure effectiveness.Completes all tasks within required timeframes.						

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Extensive administrative experience.	<ul style="list-style-type: none">Ability to review and edit written materials for proper content, format, grammar and punctuation.						
Demonstrated organisation and customer service skills.	<ul style="list-style-type: none">Ability to manage and prioritise multiple tasks.						
High degree of professionalism and confidentiality	<ul style="list-style-type: none">Ability to work under pressure and adjust to a diverse working environment.						
Accurate data entry skills and attention to detail.	<ul style="list-style-type: none">Ability to maintain accuracy and attention to detail when completing multiple tasks.Ability to reconcile discrepancies in data and information to ensure accuracy.						
Excellent level of written and verbal communication.	<ul style="list-style-type: none">Provides Centre Coordinator with honest, open, feedback.Contributes to the planning and organisation of orientation nights for new families.						
High degree of computer literacy and demonstrated ability to use numerous computer programs	<ul style="list-style-type: none">Reviews formats and templates and make suggestions for improvements or changes.						
Proven experience in working both independently and as a member of a	<ul style="list-style-type: none">Collaborate with admin at sister Centre.						

Step 3							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
team, to plan, organise and work effectively in a fast paced environment.	<ul style="list-style-type: none">Uses initiative to review administration procedures and processes and makes individualised changes as appropriate.						
Experience working in an early childhood service in accordance with Education and Care Services National Law/Regulations.	<ul style="list-style-type: none">Knowledge and understanding of the Education and Care Services National Regulations and Law.Ability to explain policies, procedures, regulations to families and general public.Contributes to centre’s quality improvement plan and philosophy.						
Previous experience using Hubworks software highly regarded.	<ul style="list-style-type: none">Demonstrated skills in using CCMS						
Knowledge of Child Care Benefit, Child Care Rebate and Child Care Management System.	<ul style="list-style-type: none">Understanding of the CCMS Handbook and all relevant legislation in relation to Child Care Subsidy						

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Extensive administrative experience.	<ul style="list-style-type: none">Ability to assist other staff members with administrative tasks.						

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
Demonstrated organisation and customer service skills.	<ul style="list-style-type: none">Confidently and efficiently self manages workload.Makes improvements to procedures to aid with workload.						
High degree of professionalism and confidentiality	<ul style="list-style-type: none">Refers complaints to appropriate supervisors.						
Accurate data entry skills and attention to detail.	<ul style="list-style-type: none">Little to no errors identified during the audits.						
Excellent level of written and verbal communication.	<ul style="list-style-type: none">Ensuring procedural documentation is kept up-to-date at all times.Presents at parent information nights/orientation nights.Confidently conducts tours of the service.						
High degree of computer literacy and demonstrated ability to use numerous computer programs	<ul style="list-style-type: none">Utilise formulas in Microsoft products to make daily tasks quicker and easier.Ability to use excel to compute, organise and present tables, graphs and charts for use in reports.Reviews and researches new systems and programs to increase efficiency and effectiveness						
Proven experience in working both independently and as a member of a team, to plan, organise and work effectively in a fast	<ul style="list-style-type: none">Forward thinking and provides feedback and advice to improve administration systems and processes						

Step 4							
Common Skills	Standard for the use of skills	N/A	Employee		Reviewer		Comments
			Standard Met		Standard Met		
			Yes	No	Yes	No	
paced environment.							
Experience working in an early childhood service in accordance with Education and Care Services National Law/Regulations.	<ul style="list-style-type: none">• Takes responsibility and completes allocated QIP goals.• Actively meets and aims to exceed National Quality Standards.• Actively involved in ad-hoc CCMS audits which may be conducted by Department of Human Services.						
Previous experience using Hubworks software highly regarded.	<ul style="list-style-type: none">• Ability to mentor/train other staff in utilising Xplor• Ability to provide assistance to parents in the use of Xplor.						
Knowledge of Child Care Benefit, Child Care Rebate and Child Care Management System.	<ul style="list-style-type: none">• Ability to provide accurate and relevant information to parents in relation to Child Care Subsidy• Ability to inform parents of upcoming changes to their child care payments.• Keep up to date with CCMS changes and implement accordingly.						