
St Arnaud Early Learning Centre Customer Support Officer



Position description

April 2021







Northern Grampians Shire Council
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Position description

Position title	St Arnaud Early Learning Centre Customer Support Officer
Classification	Band 4
Directorate	Communities
Department	Early Years
Establishment Number	CMEY28

Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented a flexible approach to working arrangements and locations that operates on the Microsoft Platform and, where possible, we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively and efficiently whether they are working in the office or in other locations.

Position objectives

This position is responsible for the provision of professional administration and support of staff in all aspects of the delivery of early childhood education programs which ensure positive outcomes for children.

Key responsibility areas

- Model Council values and meet Council's Service Standards by participating in team projects, process mapping and review, and proactively responding to customer requests confidentiality.
- Provide reception for the Early Learning Centre families, including enquiries about education and care, parent/carer tours, enrolment interviews and maintain waiting list.
- Undertake general administrative duties including records management, publicity materials (including website maintenance), and accounts payable and receivable.
- Ensure staff and children utilise effective health and hygiene practices, including meeting all regulations relating to food safety and preparation, medical management plans, risk management plans, policies and procedures.
- Ensure an effective induction and orientation process for new families, children and educators, including workplace students and volunteers.
- Complete any collection of data, medical or other records required in a timely manner, and in accordance with the service's policies and procedures and the National Quality Standards.
- Provide backfill support across the St Arnaud Early Learning Centre, including kitchen duties and early childhood education provision.
- Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times.
- adhere to Council's OH&S, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

Organisational relationship

Reports to	Team Leader St Arnaud Early Learning Centre
Manages	N/A
External relationships	Families and children, guardians, early childhood professionals, DET, ACECQA, kindergarten teachers and educators, health professionals, Child Protection/Child First, Inclusion support officers, students, volunteers and visitors
Internal relationships	Council employees, parents, Students, Volunteers and Visitors

Accountability and extent of authority

The position is accountable for:

- the effective early years standard administration practices and processes in alignment with early years legislative requirements, established policy and procedures and national quality standards.
- informing the Team Leader St Arnaud Early Learning Centre of any service developments, difficulties and opportunities.

This position has the authority to:

- The freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with Team Leader St Arnaud Early Learning Centre and a regular reporting mechanism to ensure adherence to plans.

Judgement and decision making

- Make recommendations to the Team Leader St Arnaud Early Learning Centre on planning and implementation of childcare programs within the Centre.
- Judgement is exercised within the framework of policies, established administrative practices and departmental procedures but initiative is required to determine efficient process completion.
- Bring to the attention of the Team Leader St Arnaud Early Learning Centre any health and safety or operational issues pertaining to their work environment.
- Guidance and advice is always available within time to make a choice.

Specialist skills and knowledge

- Understanding of the National Quality Standards, the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2012, the National and Victorian Early Years Learning Framework, National Quality Framework Guidelines, Centre and Council policies.
- Skilled at developing, delivering and evaluate early childhood programs for individuals and groups of children, including the keeping of appropriate records.

Management skills

- Good time management skills and ability to coordinate responsibilities to enable smooth and efficient running of the program.
- Able to supervise and delegate duties to assistants, students and volunteers.
- Skills in managing time, planning and organising own work.

Interpersonal skills

- Ability to gain cooperation and assistance from families, children, educators and employees to maintain a strong customer focus and positive relationships between council and service-users.
- Demonstrated ability to be innovative within the programs.
- Ability to demonstrate integrity, responsibility, respect and innovation in all aspects of the position.
- Ability to ensure confidentiality, professionalism and discretion is maintained.

Qualifications and experience

- Minimum Certificate III in Early Childhood Education and Care or equivalent as required under the Education and Care Services National regulations.
- Current Level 2 First aid Certificate (including Anaphylaxis and Asthma Training).
- Understanding and experience of working in early childhood services.
- Working knowledge of the Regulations, standards, frameworks and codes.

Selection criteria

1. Minimum Certificate III in Early Childhood Education and Care or equivalent as required under the Education and Care Services National regulations. Current Level 2 First Aid Certificate (including Anaphylaxis and Asthma Training).
2. Understanding and experience in early childhood services including ability to develop and deliver early childhood programs.
3. Experience in administration, staff supervision and coordination of complex tasks
4. Ability to gain cooperation and assistance from families, children, educators and employees to maintain a strong customer focus and positive relationships between council and service-users.

Conditions of employment

Conditions of employment are in accordance with the Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018 and Northern Grampians Shire Council policies and procedures.

Qualifying period - All Council appointments are subject to a minimum period of employment ("qualifying period") of six months.

Driving licence – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

Medical examination - Some appointments may be required to undertake a satisfactory pre-employment medical examination at Council's expense.

Working with Children Check - The incumbent must hold a current Working with Children Check.

Police Check - All appointments are subject to a satisfactory National Police Record Check. position subject to a current national police check to be updated every three years and assessed as suitable to work with children.

Competency requirements - This position will be required to maintain the following competencies:

- Level 2 First Aid & CPR
- accredited anaphylaxis and asthma training

Workcover arrangements - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

Document review

Date Approved/reviewed	April 2021
Prepared by	Team Leader St Arnaud Early Learning Centre
Approved by	Manager People & Culture

Employee Signature

[acceptance_status]

[acceptance_date]

[candidate_name]