



Office Administrator

Reports to: Early Childhood Links – Service Manager
Unit/Centre/Program: Early Childhood Links (NDIS service in the ACT)
Date: November 2014

Primary Objective

In this role you will provide efficient and effective administrative support and customer service to the ECL Service Manager, program staff, children and families. You will develop a good rapport during direct contact with children and their families and work as an effective member of the Early Childhood Links program team and the organisation.

Selection Criteria

Knowledge, Skills and Experience

- Previous administrative experience, desirably in a child care or community setting
- Current Working with Vulnerable People Card ACT (or willingness to obtain)
- Demonstrated administration, organisational and time management skills
- Ability to handle multiple tasks in an accurate and timely manner
- Demonstrated numeracy, accuracy and attention to detail
- Well-developed computer skills, including Microsoft Office Suite, financial management software.
- Excellent written and oral communication skills
- Effective relationship building / interpersonal skills
- Demonstrated active participation within a team environment

Personal Qualities

- Personable and approachable with demonstrated effective relationship building and interpersonal skills
- Demonstrated strong customer focus and commitment to excellent service delivered in a positive, friendly and efficient manner
- Demonstrates initiative and the capacity to work with minimal supervision
- Adaptability, flexibility and resilience with ability to respond positively to change
- Willingness to learn about the organisation and support the ethos of the organisation
- Maintains and ensures confidentiality

Key accountabilities

Service Delivery

- Provide accurate, timely information and service in a professional manner

- Develop positive relationships with staff, children, families and potential users of SDN services
- Provide administrative support to a range of internal and external stakeholders, including filing, updating records, answering phone calls, archiving
- Develop, maintain, review and evaluate administrative systems and procedures and make recommendations for improvements
- Maintain up to date records of children, families and staff
- Assist the Service Managers with the administration tasks associated with waiting lists and enrolments
- Provide staff with relevant documentation allowing effective daily running of the Early Childhood Learning
- Assist with general enquiries as determined by the Service Manager
- Maintain and ensure confidentiality at all times when exchanging information with families and staff
- Carry out duties in accordance with SDN's values, policies and procedures
- Perform other duties as requested by your manager

Relationship and Self-Management

- Contribute to the effective operation of the workplace by supporting colleagues through clear communication, sharing of information, participating as a team player and working cooperatively with others
- Establish and maintain positive working relationships with colleagues that are fair, professional, supportive and respectful
- Reflect on and seek to develop own work performance
- Perform other duties as requested by your manager that fall within the scope of the role

Work, Health and Safety

- Responsible for personal health and safety
- Complies with SDN requirements in relation to WHS & Injury Management activities and responsibilities
- Identifies and reports WHS problems, where evident, in processes or systems
- Reports accident/incident information promptly to RTW/WHS Coordinator