



ADMINISTRATION OFFICER – CRECHE

POSITION PROFILE

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| Division | Shire Services | Status | Part Time |
| Unit | Sutherland Shire Leisure Centres | Salary Grade | Grade 1 |
| Reports to | Duty Officer - Creche | Date Reviewed | November 2019 |

STRATEGIC INTENT

Sutherland Shire Leisure Centres enrich the community by providing access to health, fitness and recreation programs and services that promote lifelong active living.

POSITION PURPOSE

- Provide care for children in Leisure Centre crèche services.
- Assisting in the safe operation of crèches in accordance with Council policy and legislative requirements.
- Deliver the highest level of customer service that meets and exceeds customer expectations.
- Administration duties as required of the position.

POSITION OUTCOMES AND ACCOUNTABILITIES

| OUTCOME TO BE DELIVERED | PERFORMANCE STANDARD |
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| Provision of customer service excellence. | <ul style="list-style-type: none"> ▪ Represent the Leisure Centres in a professional manner, supporting colleagues and delivering an exceptional experience for our customers. ▪ Excellent communication skills enthusiastically servicing enquiries to a premium standard, being informative and attentive at all times. ▪ Respond to customer enquiries in a prompt and friendly manner. ▪ Foster sound relations with children and parents. |
| Effective supervision of children in crèche services. | <ul style="list-style-type: none"> ▪ Crèche and centre procedures adhered to at all times. ▪ Supervise children in the crèche, ensuring maximum safety and enjoyment. ▪ Be bright, cheerful and encouraging when caring for children. |
| Management of crèche spaces and equipment | <ul style="list-style-type: none"> ▪ Ensure all equipment and toys are set up for the day and that toys are in safe working order. ▪ Store all toys in the appropriate storage areas at completion of shift. ▪ Assist in maintaining the crèche in a clean and safe condition. ▪ Maintain the highest level of hygiene and cleanliness, ensuring the Crèche provides the safest and most appealing environment possible. |
| Ensure a safe workplace for staff and customers. | <ul style="list-style-type: none"> ▪ Maintain the safety and well-being of all children at all times ▪ Follow Council's Workplace Health and Safety procedures at all times. |

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| Provision of administrative duties to support the Customer Service team and Business Unit. | <ul style="list-style-type: none"> ▪ Assist with Reception duties as required. ▪ Attend team and project meetings. |
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SELECTION CRITERIA / SUCCESS PROFILE

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| Qualifications, Certificates or Licences | Essential | <ul style="list-style-type: none"> ▪ Current First Aid Qualification i.e. HLTAID004 or Equivalent ▪ Current Working with Children Check. ▪ Higher School Certificate. |
| | Desirable | <ul style="list-style-type: none"> ▪ Childcare qualifications. |
| Experience or skills | Essential | <ul style="list-style-type: none"> ▪ Experience working with children. ▪ Experience working in a busy, service-oriented environment. ▪ Strong verbal and written communication skills. ▪ Experience working as part of a team. ▪ Flexibility and a willingness to adapt to change. |
| | Desirable | <ul style="list-style-type: none"> ▪ Previous employment in a Leisure Centre environment. |

CORE CAPABILITIES

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| Attributes | <ul style="list-style-type: none"> ▪ Ability to communicate and interact with children. ▪ Excellent verbal communication skills. ▪ Enthusiastic and willing to learn new skills. ▪ Well-groomed and presented. ▪ Able to work under pressure. ▪ Outgoing and friendly personality. ▪ Team focused. |
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OUR VALUES

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| Behaviours | <ul style="list-style-type: none"> ▪ Collaborate – We are a united team. We work together to deliver great outcomes for our community ▪ Achieve- We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community ▪ Respect – We communicate openly, act with integrity and are inclusive ▪ Evolve – We look for opportunities and embrace change, championing new ideas, and celebrating solutions. |
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CORPORATE OBLIGATIONS

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| Employees | No direct reports. |
| Delegations | No delegations. |
| Risk Management | Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks. |
| Financial Management | No financial responsibilities. |

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| Workplace Health and Safety | Comply and co-operate with WHS policies, procedures, instructions and safe systems of work. |
| Code of Conduct | All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it. |
| Workplace Behaviour & EEO | All activities must comply with Council's Workplace Behaviour Guidelines. |
| Records Management | Comply with Council's Records and Information Management Policy. |
| Continuous Improvement | Work with Managers and Supervisors to improve practices and recommend changes where appropriate. |
| Customer Focus | Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery. |
| Procurement | Activities are conducted in accordance with the Purchasing Policy and Procedures. |

SPECIFIC CONDITIONS OF EMPLOYMENT

- Uphold the Sutherland Shire Council values.
- Maintain all essential qualifications.
- Attend relevant training sessions/workshops.
- Attend staff meetings.
- Ability work across all Sutherland Shire Leisure Centres.