



# BYRON SHIRE COUNCIL

## POSITION DESCRIPTION

**POSITION:** **Administrator, Children’s Services**

**REPORTS TO:** Business Coordinator

**DIRECTORATE:** Corporate and Community Services

**BRANCH:** Children’s Services

**CLASSIFICATION:** Grade 5

**STAFF:** Nil

**CONTACTS:**

<b>Internal</b>	<b>External</b>
Business Coordinator	Children’s Services’ families
Children’s Services Director	Community key stakeholders
Sandhills and Outside School Hours Care staff	Relevant sector Governing bodies
WHS Committee	
Parent Committee	

**POSITION OBJECTIVE:**

To manage the Children’s Services (Sandhills and Outside School Hours Care) portfolio’s administration in partnership with the leadership team.

To provide excellent customer service and welcome families to the services.

**ORGANISATION VALUES:**

You will demonstrate the Byron Shire Council’s Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM AND PURPOSE



WE ARE OPEN, HONEST AND RESPECTFUL



WE FOSTER WELLBEING AND CREATIVITY



WE ACHIEVE OUR GOALS AND SUCCEED TOGETHER

**KEY RESPONSIBILITIES:****Organisational Relationships**

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

**Operations Management**

- Manage enrolments to maintain high occupancy levels across for Sandhills and Outside School Hours Care (OSHC) including processing enrolments/bookings, charges and receipting
- Support leadership team and educators with relationships, communication and engagement with parents, families and community
- Provide a high-level of administration including processing invoices, credit card reconciliations, managing email correspondence, answering of telephone enquiries, arranging appointments, taking tours, photocopying, banking, craft and stationery orders.
- Produce high quality documentation (letters, parent notices, program information and promotional materials).
- Maintain parent accounts and follow policy to ensure regular payments by families. Debt Management to be kept low at all services.
- Maintain the record-keeping and financial documentation according to Council's set procedures.
- Update and keep current parent handbooks, policy documentation and centre forms.
- Process attendance records and liaise with Government departments (Commonwealth and State) regarding childcare benefit and childcare rebate information and payments.
- Collect prescribed enrolment information for all children as required under regulations.
- Provide statistical information to government departments where required.
- Support the Business Coordinator with funding and grant applications.
- Support the Business Coordinator to manage the Parent Committee
- Work in a safe manner having regard for the environment, self and others and to also contribute to the implementation of Council's workplace health and safety and environment management policies, procedures and practices.

**Financial Management**

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.

**Human Resource Management**

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

### **Work Health & Safety Management**

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Report all risks, hazards, incidents and injuries immediately to supervisor.

### **Other Duties**

- Other such duties as required that are within the limits of the employee's skill, competence and training.

### **QUALIFICATIONS:**

- Business administration qualifications preferred but not required
- Keyboard, word processing skills and familiarity with Microsoft Office suite and other database programs
- Current Working with Children Check.

### **EXPERIENCE:**

- Proven track record in an administrative function.
- Administration experience in Children's Services and Children's Services accounting systems such as Qikkids/Xplor

### **KNOWLEDGE:**

- Working knowledge of basic financial record-keeping (petty cash/debtors lists).

### **COMPETENCIES:**

- Ability to work in a team environment and deliver quality outcomes and professional customer service.
- Strong computer skills with an ability to produce quality documentation and effectively use information technology.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines and within budget.

**SELECTION CRITERIA**

**Essential Criteria**

- Demonstrated successful performance in a senior administrative role with the ability to provide quality service to peers and families
- Previous administrative experience in Children’s Services and understanding of computerised child care accounting packages (such as QikKids/Xplor)
- Excellent organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes.
- Excellent interpersonal skills and ability to establish relationships with families
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint).
- Current drivers licence and Working

**Preferred Criteria**

- Basic knowledge of local government operations and the role of Children’s Services.
- Ability to interpret policies and procedures.
- Knowledge of the National Quality Standards, Early Years Learning Framework and My Time, Our Place Framework

**PRESENT OCCUPANT:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**SUPERVISOR:** Business Coordinator

**SIGNATURE:** \_\_\_\_\_