

# POSITION DESCRIPTION



<b>Title:</b>	<b>Administration Officer – Early Years</b>
<b>Position Number:</b>	<b>CO2, CO41, FA13, 1764</b>
<b>Classification:</b>	<b>Band 4</b>
<b>Directorate:</b>	<b>Community</b>
<b>Department:</b>	<b>Early Years Operations and Reform</b>
<b>Award:</b>	<b>Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001</b>
<b>Incumbent:</b>	<b>Vacant</b>

## ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Manager – Early Years Operations and Reform
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>▪ Nil</li></ul>
<b>Primary Internal Relationships:</b>	<ul style="list-style-type: none"><li>▪ Team Leader Children's Services</li><li>▪ Team Leader Maternal and Child Health</li><li>▪ Best Start Coordinator</li><li>▪ Coordinator Children's Services</li><li>▪ Quality Assurance Coordinator</li><li>▪ Early Years Department</li><li>▪ Executive Leadership Team</li><li>▪ All Staff</li></ul>
<b>Primary External Relationships:</b>	<ul style="list-style-type: none"><li>▪ Community</li></ul>

## POSITION OBJECTIVES

To provide quality administrative support to the Early Years Department and assist in the coordination of operational tasks for Children Services and related programs. Displaying excellent customer service and liaising with both internal and external customers to provide appropriate information and assistance.

## KEY SELECTION CRITERIA

- Demonstrated administrative experience including well developed time management, organisation and planning skills.
- Highly developed communication and interpersonal skills with demonstrated experience in dealing with a diverse audience. A commitment to providing excellent customer service.
- Proficient computer literacy skills including data entry skills and a solid working knowledge of Microsoft Office applications, accounts payable, internet and email applications.
- Experience and understanding of Occupational Health and Safety requirements and Workplace inspection processes.
- Post-secondary qualifications in Business Administration, Financial Services and / or experience in a related field.

## KEY RESPONSIBILITY AREAS

- Undertaking general administrative tasks, including but not limited to diary management, distribution of information, petty cash, routine and draft correspondence and arranging meetings, preparation and forwarding of overdue letters, and refer overdue accounts to debt collection agency in accordance with Councils' policy.
- Manage record keeping, referral, filing and retrieval of documents.
- Preparation and reconciliation of accounts payable for processing, attend to telephone and counter enquiries in a prompt, courteous and efficient manner on matters relating to the Early Years department.
- Generation of relevant computer reports and analysis and interpretation of results.
- Continual improvement of administrative procedures and process relevant to the position to ensure the most efficient and effective methods are utilised.
- Assisting in the preparation of correspondence and reports.
- Maintaining systems to ensure the confidentiality of client information.
- Assist with the follow up of outstanding correspondence / actions as required in Council's electronic records management systems.
- To assist in the OH&S process with site inspections, and relevant administration tasks involved.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

### This position is accountable for:

- The achievement of agreed, specified performance objectives for the position.
- Effectively implementing relevant work programs.
- The adoption and implementation of safe working practices and procedures.
- Liaison with internal and external customers with a high level of professionalism on matters relating to the Early Years department.

### This position has the authority to:

- Undertake the tasks and responsibilities of the role within the scope of relevant legislation, statutory requirements, assigned delegations and Council policies and procedures.

### Judgement and Decision Making

- Implementation of appropriate work practices to achieve the objectives and responsibilities of this position and to provide effective and quality customer service.
- Resolution of issues as they arise.
- Report to the Manager Early Years any issues which need specialist attention.
- Authority to provide specific information in response to accounts payable enquiries.
- Carry out duties and provide information within specific guidelines with scope to exercise discretion in application of established procedures.
- Developed problem solving skills and the ability to think clearly, quickly and laterally.

### Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

## SKILLS AND KNOWLEDGE

### Specialist Skills and Knowledge

- Awareness of the various programs operating within the Early Years sectors.
- Knowledge and ability to meet the requirements of the responsibilities and duties of the position, including an understanding of the relevant technology, procedures and processes used within the Early Years department.
- Commitment to ongoing personal and professional development to maintain industry knowledge and professional skills at the highest level.
- Proficiency in the use of the Microsoft Office suite.
- High level attention to detail.
- Ability to use initiative to solve problems, and refer more difficult problems to Manager Early Years.

### Management Skills

- Manage time and work program to deliver the required outcomes of the position.
- Identify and improve current processes to become more efficient.
- Be able to set, achieve and monitor own goals.
- Be able to manage time and priorities, plans and goals.
- The ability to work to deadlines and under pressure.

### Interpersonal Skills

- The ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Excellent communication skills, both oral and written appropriate for the position.
- Well-developed customer service skills and experience, particularly when dealing with challenging customers, appropriate for the position.
- A commitment to teamwork.
- Confidentiality and discretion are essential to the position.

## QUALIFICATIONS AND EXPERIENCE

- Post-secondary qualifications such as a Certificate II in Business Administration, Financial Services would be desirable.
- Relevant experience in administrative role with some accounts payable exposure.
- Proficient computer literacy skills including data entry skills and a working knowledge of Microsoft Office applications, accounts payable, internet and email applications.

## OTHER INFORMATION

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence.
- Working with Children Check.

## LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Corporate Procedure – Employees Code of Conduct

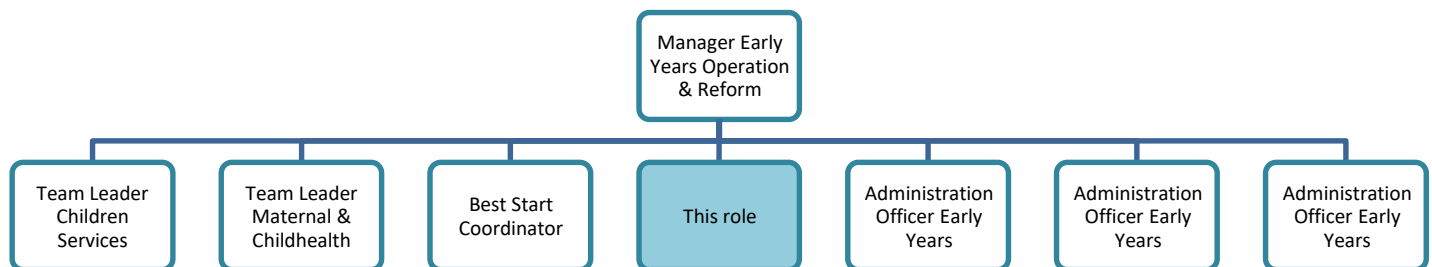
This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

## ORGANISATIONAL CONTEXT

### Departmental Overview

The Early Years Department delivers a broad and diverse range of strategic planning, services, activities and programs aimed at supporting engagement and inclusion children and families in our community.

This Department delivers Long Day Care, Kindergarten, Pre- kindergarten, Occasional Care, Playgroup, Maternal and Child Health and Best Start initiatives. All programs support education and care, access and inclusion, community connectedness, fosters Aboriginal and Torres Strait Islander engagement, embraces cultural development and better outcomes for children and families



# VALUES

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,  
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take  
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously  
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working  
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually  
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the  
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

# SHARED ORGANISATIONAL RESPONSIBILITIES

## Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

## Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

## Recordkeeping

As an employee of the Victorian Public Service Sector, it is your responsibility to ensure you are fully aware of recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create and capture full and accurate records of all work related decisions and activities into relevant approved corporate systems.

## Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

## Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

## Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

<b>Never (N)</b>	Does not occur
<b>Rarely (R)</b>	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
<b>Occasionally (O)</b>	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
<b>Frequently (F)</b>	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
<b>Constantly (C)</b>	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
<b>Work Environment</b>					
Indoors					X
Outdoors		X			
Slippery Surfaces	X				
Uneven ground/Sloped areas	X				
Work in isolation	X				
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
<b>Body Posture</b>					
Standing					X
Sitting					X
Squatting/Crouching		X			
Kneeling		X			
Twisting		X			
Bending		x			
<b>Manual Handling</b>					
Reaching or working overhead (above shoulder)		X			
Reaching forward		X			
Gripping/fine motor movement					X
Pushing/restraining		X			
Driving a vehicle		X			
Lifting floor to waist		X			
Lifting waist to overhead	X				
Lifting from a truck/trailer	X				
Lifting 0 - <5kg		X			
Lifting 5 - <10kg	X				
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads		X			
Climb steps/stairs/ladder		X			
Exposure to vibration	X				
<b>Psychosocial</b>					
Give direction to others		X			
Dealing with aggressive customers			X		
Dealing with upset? customers			X		
Supporting dependent persons	X				

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	N	R	O	F	C
<b>Cognitive</b>					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions	X				
Ensure accuracy/details					X
Remember names/details					X
Show creativity			X		
Examine/observe others	X				
Work quickly				X	
Concentrate amid distractions				X	

## ACCEPTANCE AND AUTHORISATION

### Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

### Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

**Authorising Officer Name:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_