



POSITION DESCRIPTION

Position Title	Childrens Services – Administration Team Leader
Position Code	1450
Business Unit	Community Services
Work Group	Long Day Child Care
Position Classification	Band 5
Effective Date	November 2023

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 To promote the delivery of a quality Children’s Service centre through the provision of administrative support including the preparation and maintenance of appropriate systems and records.

2. Working Relationships

Reports to	Family & Early Childhood Coordinator
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Supervisors	Family and Early Childhood Support Officers
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3. Key Responsibilities

3.1 Lead the administration team for the Wangaratta Children’s Centre, providing day to day administration support to the services at the centre.

3.2 Management of client accounts, ensuring weekly and fortnightly payments are successful approved. Following up weekly on account that are defaulting to ensure account all accounts are consistently paid.

3.3 Oversee business systems and administration processes for the services at the centre that support client booking and accounts management, ensuring our systems are successfully operating.

3.4 Support and liaise with families new and existing to ensure childcare subsidy is in place before and during care. Working with families that need extra support in using technology and offering the time to help them step by step through the enrolment process.

3.5 Work with vulnerable families to enable the provision of tailored support to enhance wellbeing in our community.

3.6 Participate in the regular review and improvement of administrative processes at the Wangaratta Children’s Centre.

3.7 Participate in a positive organisational climate based on mutual respect and effective communication with staff, families and other stakeholders with a customer focused approach.

3.8 Work in collaboration with the Child Care Centre Coordinator to maintain a waiting list for the childcare centre and assist with placement of casual bookings.

3.9 Other work as required to support the administration of the centre.

4. Core Physical Requirements

4.1 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.

4.2 Capacity to undertake caring for and educating children, which may include lifting,

bending, squatting & kneeling, etc.

4.3 Capacity to, on occasion, lift items unspecified in weight within individual limits.

4.4 Capacity to drive a motor vehicle.

4.5 Capacity to cope with loud noises, i.e. children laughing, crying, screaming, etc.

5. Accountability and Extent of Authority

5.1 The position has the authority to provide information to the public about the service.

5.2 The position is accountable for providing efficient and accurate administrative support to the Wangaratta Children's Service.

5.3 The incumbent is responsible for the efficient and effective use of resources within own area of responsibility.

6. Judgement and Decision Making

6.1 Provide information on Child Care Subsidy to clients and Educators.

6.2 Make appropriate decisions about information when dealing with general enquiries.

6.3 Deal with any urgent/emergency situations as deemed necessary.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Well developed computer skills, data base, excel and word processing.

7.1.2 Sound understanding of accountability requirements of Wangaratta Children's Services.

7.1.3 Ability to multi skill team members with regard to specific software and Government compliance issues.

7.2 Management Skills

7.2.1 Ability to work independently, to set priorities and organise own workload.

7.3 Interpersonal Skills

7.3.1 Ability to effectively communicate with staff, educators, families and other stakeholders and the public.

7.3.2 Ability to work as part of an integrated team that aims to sustain strong professional relationships between staff.

8. Qualifications and Experience

8.1 A sound knowledge of administration processes, policies, procedures and regulatory responsibilities.

8.2 Well developed knowledge of the current requirements of the Child Care Service Handbook and Education and Care Services National Regulations Law

8.3 Proven experience working in an administration role, with desirably a minimum of 3 years' experience.

8.4 Well developed computer skills particularly in Child Care related Systems for managing bookings and accounts.

8.5 Desirably a Certificate IV in Business.

9. Key Selection Criteria

9.1 Desirably a Certificate IV in Business.

9.2 A positive attitude and commitment to the provision of quality care within Wangaratta Children's Services.

9.3 A strong customer focus.

9.4 Time management skills with organisational ability for performing administrative tasks.

9.5 Ability to maintain confidentiality.

9.6 Knowledge of OH&S guidelines.

9.7 Highly developed written and oral communication skills.

9.8 The ability to use a personal computer for word processing and other programs.

Authorised by: Director –

Date:

Employee's Signature:

Date:
