

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Children Services Administration Officer	Designation and Classification Level	RGRC Level 4
Position No	2158	Division	Community Services & Engagement
Business Unit	Community Services	Reports To	Childcare Educator Coordinator
Location	Katherine	Date Created	January 2022
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>Provide effective and efficient administrative support to the Community Services department in a courteous and professional manner.</p> <p>Promote, develop and maintain a favourable public image and professional profile for the Council.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Perform all administrative duties associated with the day to day operation for the Community Services department in a timely and competent manner. • Management of procurement and logistical operations for Community services programs, including raising orders, amendments, quoting, tracking deliveries and receipting. • Assist with monitoring of debts, including reporting concerns to the Childcare Educator Coordinator in relation to debt management for statistics and reports. • Process and maintain client enrolments and bookings. • Collect, monitor and record children services statistics in an effective and timely manner. • Administer all aspects of Childcare Subsidy including weekly usage and upload to the system. • Ensure client monthly statements are prepared and distributed accordingly. • Complete data entry including accurate recording and updating staffs details, trainings, toolboxes and relevant documents into the Council software. • Notify the department when Children Services closures occur and update it onto Qikkids; • Provide general administrative duties and support to Children Services department, including photocopying, processing of Purchase Orders, fax, laminating, word processing, excel spreadsheets and filing and data entry. • Assist in facilitating HR processes including submission of staff timesheets and payroll assistance, maintain mandatory compliance requirements for all Children Services employees, and other duties required. • Maintain the department's inbox and manage all enquiries to the Children Services division from external stakeholders and general public or direct to the relevant team member to respond accordingly. • Undertake reasonable duties within the scope of the relevant level as directed by the Supervisor/Manager. <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> • Answer courteously and efficiently to face to verbal and written inquiries from internal and external stakeholders. • High level of contact with Coordinators and suppliers and other work areas within the organisation. • Ensure schedule reminders, meeting arrangements and calendar arrangements are met. <p>3. Quality and Continuous Improvement</p> <ul style="list-style-type: none"> • Assist the Council staff with enquiries on behalf of the Community Services department. 			

- Maintain strict confidentiality of Council and client information.
- Communicate appropriately with clients and colleagues.
- Ensure the policies and procedures of Roper Gulf Regional Council are adhered to and all resources effectively deployed.
- Contribute to continuous improvement by involvement in staff meetings, planning days and feedback mechanism.
- Participate in training programs and seminars to enhance professional performance.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

5. SELECTION CRITERIA

ESSENTIAL

1. Tertiary qualification equivalent to Certificate IV in Business Administration or similar discipline, and/or knowledge and skills gained through on-the-job training.
2. Strong interpersonal and customer service skills with demonstrated ability to present a friendly and professional image to the public.
3. Experience in providing general office support, with demonstrated ability to work effectively in a small team to achieve the objectives of the organisation, program and position.
4. Excellent written and verbal communication skills with demonstrated ability to communicate effectively with a wide range of clients and stakeholders.
5. Demonstrated ability to work effectively in a cross cultural environment.
6. Good organisational abilities with the ability to meet designed timeframe whilst maintaining high level attention to detail.
7. Proficient in the operation of various computer packages and software programs, in particular MS Office Suite, data collection and entry, and developing and maintaining spreadsheets.
8. Demonstrated ability to be discreet and maintain a high level of confidentiality.
9. Sound knowledge and implementation of Work Health and Safety practices and principles.

DESIRABLE

1. Experience in a Local Government environment and knowledge of the Local Government Act, or the ability to acquire it.
2. Minimum two (2) years office administration experience, in particular childcare administration.


MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
5. Provide evidence of COVID-19 Vaccinations.

TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

ACKNOWLEDGEMENT

GENERAL MANAGER	David Hurst	Date Approved: 02/02/2022	Signature: 
Employee Name		Date:	Signature:

