The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE: Early Years Support Officer

AWARD CLASSIFICATION: Band 4

DEPARTMENT: Family, Youth and Children

DIVISION: Community and Economic Development

DATE APPROVED: 11 June 2020

APPROVED BY Manager Family Youth and Children

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Childcare Centre Coordinator

SUPERVISES: N/A

INTERNAL LIAISONS: Service users – families, children, students, volunteers, City of Port Phillip staff

EXTERNAL LIAISONS: Community, contractors

POSITION OBJECTIVES

- Provide day to day administrative support to the Children’s Centre Coordinator ensure the efficient and effective functioning of the service to meet the requirements of the regulatory and funding bodies and all matters related to Education and Care legislation
- Provide support to all stakeholders, providing assistance and managing all enquires using demonstrated ability to build effective relationships with families and staff; respond to all internal and external enquiries in a timely and professional manner
Early Years Support Officer

KEY RESPONSIBILITY AND DUTIES

- Consistently demonstrate and uphold Councils shared values and behaviours in all daily activities and decision making.
- Operate as an effective and innovative member of the Children’s Services Team with a demonstrated commitment to high quality services and team work.
- Present the service positively to prospective families, translating enquiries and tours into enrolments.
- Provide rostering information to staff and organise back fill cover for any day to day gaps and changes in ratio cover as required.
- Assist with fee collection and finance management under the direction of the Centre Coordinator including, but not limited to raising purchase orders, checking invoices, ordering supplies, communicating overdue payments and fee reminders.
- Action all building maintenance, digital technology and other Council requests.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Work under the direction of the Centre Coordinator to ensure achievement of the service objectives, organisational policies and procedures and legislative compliance is maintained.
- Complete all necessary data input, processing and reporting for Centre Coordinator approval.
- In the absence of the Centre Coordinator gather information and redirect enquiries following operational procedures.
- Work under direction of the Children’s Services Coordinator and/or Business Operations Team Leader to provide general administrative support to Council managed services as required.

JUDGMENT AND DECISION MAKING

- Work under the instruction of the Centre Coordinator to prioritise workload and ensure objectives are achieved within timelines.
- Consult with Coordinator Childrens Services or Business Operations Team Leader as required.
- Raise issues outside of extent of authority for review by more senior staff.
- Guidance and counsel are always available within the time available.

SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated high level computer skills and systems knowledge with
- Ability to learn and understand requirements of Education and Care legislation that pertains to this role.
- Thorough understanding of the needs and issues relating to young children and their families.
MANAGEMENT SKILLS

- Demonstrated ability to manage own time, plan & organise own and / or others work and / or resources.
- Ability to set priorities, manage time and available resources to achieve goals and set timelines
- Ability to demonstrate and model excellent practice in working in partnership with children, families and colleagues
- Demonstrated skills in managing staff and having challenging conversations within the workplace

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Well-developed verbal and written communication skills, including communicating openly in a clear and appropriate manner
- Ability to communicate in a warm and friendly style with ability to gain co-operation and assistance from clients, members of the public and other employee in achieving well defined activities.
- Actively listens to others and seeks to understand others’ points of view
- Demonstrated understanding of how to work in an integrated and collaborative ways with others in a large team

QUALIFICATIONS AND EXPERIENCE

- Skills and knowledge gained through completion of a post-secondary qualification or on the job training commensurate with the requirements of the work.
- Well-developed IT skills including Microsoft Windows and Outlook.
Early Years Support Officer

- Ability to learn and navigate new IT programs and systems efficiently
- Records management skills
- Current Working with Children Check
- Experience working as part of a large team desirable
- Demonstrated high level customer service experience

KEY SELECTION CRITERIA

- Skills and knowledge gained through completion of a post-secondary qualification or on the job training commensurate with the requirements of the work
- Demonstrated ability to uphold Council’s values and behaviours in the workplace
- Exceptional customer service and relationship-building skills
- Well-developed IT skills including Microsoft Windows and Outlook and ability to learn and navigate new IT systems and programs efficiently
- Excellent verbal and written communication skills
- Ability to prioritise work and manage workload efficiently
- Demonstrated ability to work collaboratively in a team