



Position Details

Position title:	Policy and Quality Officer - Early Years Education and Care
Award Classification:	Band 6
Department:	Families, Youth and Children
Division:	Community Wellbeing
Date Approved:	March 2026
Approved By:	Manager Family, Youth and Children

Organisational Relationships:

Reports To:	Head of Children's Services
Supervises:	N/A
Internal Stakeholders:	Manager Family, Youth and Children, Children's Services leadership, educators, administrative staff, other Council departments.
External Stakeholders:	Families, children, government departments, regulatory authorities, peak bodies, community service providers.

Position Objectives

1. Ensure Council's early years education and care policies, procedures, and operational practices are consistent with the **Education and Care Services National Law and Regulations** and the **National Quality Framework (NQF)**.
2. Identify quality improvement opportunities, risks, and non-compliances and provide support to implement actions required to resolve.
3. Support a systematic approach to compliance through policy development and renewal, quarterly attestations, performance measurement, and reporting across all services.



Key Responsibilities and Duties

- Develop, review, update, and maintain early years policies, procedures, forms and operational guidance to ensure alignment with National Law, Regulations, NQF and Council requirements.
- Monitor compliance and quality across childcare and kindergarten services, analysing findings to identify trends, risks, and improvement opportunities.
- Support centre teams to develop and implement remediation plans for identified non-compliances, incidents, audit findings or quality risks.
- Lead the establishment and delivery of a quarterly attestation program, including evidence collection, assessment, and reporting to leadership.
- Develop service performance dashboards and reports that support continuous quality improvement and regulatory compliance.
- Identify improvements to systems, digital tools, workflows and work practices, and support services to implement changes that strengthen quality, safety and compliance.

Accountability and Extent of Authority

- Responsible for ensuring accuracy and regulatory alignment of policies, procedures, and guidance materials.
- Accountable for providing high-quality advice that supports compliance with National Law, National Regulations, NQF, and Council obligations.
- Works with a moderate degree of autonomy, following established frameworks, standards and regulatory requirements, with guidance available from senior leadership as required.
- Ensures risks, non-compliances and high-impact issues are escalated promptly and appropriately.

Judgement and Decision Making

- Employs professional judgement to interpret and apply legislation, regulations, standards, and best-practice guidance to inform policy and operational decision-making.
- Determines appropriate responses to audits, compliance issues and risk findings, escalating matters according to Council procedures.
- Guidance and advice is usually available from senior departmental leaders, Council governance, and external regulators when required.

Specialist Skills and Knowledge

- Knowledge of the Education and Care Services National Law, National Regulations, National Quality Standards, Quality Improvement processes and regulatory compliance frameworks.



- Understanding of governance, risk management, service evaluation and continuous improvement methodologies within early childhood service settings.
- Ability to develop clear, accessible policies, procedures and operational documents for a culturally and linguistically diverse workforce.
- Skilled in analysing qualitative and quantitative service performance data.

Management Skills

- Demonstrated ability to plan, organise and manage own time and workload effectively to meet deadlines across multiple services.
- Ability to support others by providing guidance, coaching and training relating to compliance, policy use, systems and quality improvement practices.

Interpersonal Skills

- Strong written and verbal communication skills, with the ability to prepare clear reports, policy documents and procedural guidance.
- Ability to work collaboratively with staff at all levels and build constructive relationships with internal and external stakeholders, in the administration of defined activities.
- Ability to gain cooperation and influence positive change across multidisciplinary teams.

Qualifications and Experience

- Degree or diploma in early childhood education, education, social science, public policy, or a related field.
- Experience working within education and care regulatory frameworks, quality improvement environments or compliance-focused roles.
- Experience in policy development, auditing, service evaluation or governance roles within early childhood services or similar regulated settings.

Mandatory Requirements

- Working with Children Check (Employee).
- National Police Check (via Council provider).
- Current Victorian Driver Licence (when required to attend multiple sites).



Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

- Demonstrated knowledge of the Early Years National Law, National Regulations and National Quality Framework.
- Experience in policy development, service governance, quality improvement or compliance within early childhood or another regulated service environment.
- Strong analytical skills, with the ability to identify risks, interpret data, and develop improvement recommendations.
- Highly developed written communication skills, including ability to prepare policies, reports, and guidance materials.
- Demonstrated ability to work collaboratively with service teams to support compliance, quality and continuous improvement.
- Strong organisational and time-management abilities, with capacity to manage competing priorities across multiple service sites.

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.