

Position Title	Administration Officer - Children's Services
Department	Community Services
Unit	Children's Services
Team	Administration
Supervises	2
Reports To	Manager Children's Services
Grade	
Date Prepared	3/03/2022
Date Last Updated	3/03/2022

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Administration Officer is responsible for the efficient and timely administration of Children's Services and to provide exceptional levels of customer service leading to high quality outcomes for children and families

The Administration team support our high quality Early Childhood Education Leaders in delivering exceptional education and care services


Accountabilities

- To work according to the Code of Ethics of Early Childhood Australia
- Support Quality Improvement and Accreditation Systems/National Quality Standards in Children's Services
- Without direct supervision undertake duties in compliance with current practices, policies and procedures
- Other duties, within the scope of the position, as directed by Team Leader Administration

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
	Communicate and Engage	Intermediate
 Relationships	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Plan and Prioritise	Intermediate
 Results	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
	Finance	Intermediate
 Resources	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Certificate IV Business Administration

Essential Experience

- A minimum of 2 years' experience in an administrative role
- Demonstrated ability to prioritise tasks and manage time effectively
- Experience and sound knowledge of Microsoft Word, Excel and Windows programs
- Demnstrated initiative with a strong attention to detail

Desirable Qualifications and or Experience

- Demonstrated understanding of HubWorks - Child Care Management Software

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Could there be a conflict of interest with secondary employment?
