

POSITION DESCRIPTION

Position Title:	Children's Services Administration Officer
Department:	Centre Based Care
Date:	June 2022
Reporting To:	Children's Services Manager, Centre Based Care
Reports:	Nil
Internal Liaisons:	All staff, contractors, volunteers
External Liaisons:	Families, visitors, community groups, service providers and suppliers

Company Overview

The Infants' Home Child and Family Services is a leading provider of high-quality early childhood education and care, allied health and early intervention services for children and families. For almost 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future. As one of Australia's most established charitable organisations, The Infants' Home is embarking on an exciting new phase as we head towards our 150th year in 2024.

Purpose/Key Objectives

The Children's Services Administration Officer is responsible for supporting The Infants' Home to operate efficiently and effectively through administration and reception duties, project assistance, and customer service. As the first person met by families and visitors to The Infants' Home, this role represents the organisation in a professional, helpful and welcoming manner.

Responsibilities:

1. General Administration

- Answer and transfer phone calls, pass on messages and respond to telephone enquiries.
- Ensure that the reception area, foyer, meeting rooms and other common areas are tidy and secured.
- Manage room bookings, set up and coordination
- Book and confirm appointments and meetings
- Greet and welcome visitors and families
- Direct or escort guests to specific areas
- Undertake data entry and maintain data bases
- Support in the ordering of fresh food supplies as needed for service or events.
- Oversee equipment purchases, warranty of service equipment and compliance.
- Handle all incoming and outgoing correspondence, including the distribution of mail
- Develop and maintain procedures
- Assist in the collection and receipt of childcare fees and donations
- Assist with records management and the archiving of files/records
- Perform a range of administrative tasks including minute taking, typing, proofreading
- Provide back up for other administrative staff when on leave and during busy periods

2. Centre-Based Care Administration and Executive Support

- Coordinate the rostering of casual and agency staff for centre-based care services
- Provide centre-based care compliance support including maintaining a schedule of policy/procedure review, parent calendar, and the bi-annual compliance audit
- Coordinate the annual family care needs survey and assist in transition management
- Coordinate the annual parent satisfaction survey and reporting of results
- Assist with scheduling of intake enquiries and meetings
- Liaise with Directors and staff involved in consultations and policy reviews to solicit feedback

- Manage and maintain the Children’s Services Manager’s diary, including scheduling appointments and meetings.
- Order educational resources, goods and services as approved by the Children’s Services.
- Reconcile the Children’s Services Manager’s credit card and track project expenditure.
- Assist the Children’s Services Manager with special projects, including aspect of the Strategic Plan and regular reporting
- Maintain a system to track and follow up on outstanding action items, issues, and correspondence all deadlines are met.

3. Professional Conduct

- Exercise due care, skill and judgement and always act in accordance with applicable professional ethics, principles, legislation and standards
- Always work within the guidelines of policies and procedures of The Infants’ Home
- Promote the understanding and application of diversity

4. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

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| • National law and regulations | • Child Protection Legislation |
| • Work Health and Safety legislation | • FIA Code of Conduct |
| • National Quality Standards | • The Infants’ Home vision, mission, policies, procedures and strategic goals |
| • Early Years Learning Framework | |

5. Risk Management

- Follow policies and procedures to ensure compliance
- Maintain a safe, healthy and clean environment
- Identify hazards and take action to remove these hazards
- Ensure that all of the Work Health and Safety requirements are met
- Identify risks and report them in a timely manner

6. General

- Respond to customer enquiries and provide welcoming professional customer service
- Participate in all levels of team functions/meetings as required
- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Children’s Services Manager and/or the CEO.

Essential Criteria

The successful candidate will be an engaging customer service and administration professional with a commitment to working in a for-purpose organisation, and an ability to work with stakeholders from diverse backgrounds. In addition, the successful candidate must be able to demonstrate:

- Three or more years’ experience in a customer service or administration role
- Proven ability to build and maintain collaborative relationships with diverse stakeholders
- Strong communication skills, both oral and written
- Ability to solve problems in a timely manner
- Experience with or an ability to quickly acquire knowledge of switchboard and phone systems
- Intermediate to advanced IT literacy, with an ability to engage with a range of digital tools
- Ability to work autonomously and as part of a collaborative team
- Excellent organisational, administrative and time-management skills with a strong attention to detail

Desirable

- Experience working with volunteers, contractors and suppliers
- Experience in Early Childhood Education and Care sector

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check and up-to-date COVID-19 vaccinations.

I have read and agree to undertake the duties as outlined:

Name

Signature

Date