

POSITION DESCRIPTION

Position Title	Children's Services Administration Officer
Department	Children's Services
Date	August 2026
Reporting To	Head of Children's Services
Internal Liaisons	All staff and volunteers
External Liaisons	Families, visitors, contractors, community groups, service providers and suppliers

About The Infants' Home

The Infants' Home Child and Family Services is a provider of integrated early childhood education and care, family day care, early intervention and allied health services for children and families. For over 150 years, the organisation has championed the rights of children, women and families, and supported those living with vulnerabilities or additional needs to build their strength, skills and confidence and create a more positive future. Today The Infants' Home delivers integrated services across Sydney, from its centres in Ashfield to family day care across the greater Sydney region. The Infants' Home is a Child Safe organisation. Every child has the right to be safe, feel safe and be heard. We have zero tolerance for child abuse and protect children from harm in every part of our work.

Purpose of the role

The Children's Services Administration Officer supports The Infants' Home to operate efficiently and effectively through administration, reception, customer service and project assistance. Two priorities are central to the role: driving enrolments and occupancy by proactively converting family enquiries into placements, and keeping the services reliably staffed by rostering internal casual and agency staff. As the first person families and visitors meet, the role represents the organisation in a professional, helpful and welcoming manner.

Responsibilities

1. General Administration and Reception

- Answer and transfer telephone calls, respond to email enquiries, and take and pass on messages.
- Greet and welcome families and visitors, manage visitor sign in, and direct or escort them as needed.
- Keep the reception area, foyer, meeting rooms and other common areas tidy, safe and secure, and report any hazards or incidents.
- Manage room bookings, including setup and coordination.
- Handle incoming and outgoing correspondence, including the distribution of mail.
- Maintain databases, filing systems and records, including the shared inbox, document management systems such as SharePoint, and the archiving of files.
- Perform administrative tasks such as data entry, minute-taking, typing and proofreading.
- Order supplies, goods and services, including fresh food for the service and educational resources approved by the Head of Children's Services.
- Oversee equipment purchases, service warranties and related compliance.
- Develop and maintain administrative procedures.
- Provide backup for other administrative staff during leave and busy periods.

2. Enrolment and Family Support

- Own the enrolment journey from first enquiry to offer and orientation, giving families a responsive and welcoming experience.
- Proactively follow up enquiries and waitlist families to convert interest into enrolments and maximise occupancy across the centres.
- Actively manage and nurture the waitlist, keeping enrolment records accurate and up to date.
- Conduct service tours for prospective families.
- Maintain accurate child and family records in the childcare management system, including medical action plans and medication records.
- Support Child Care Subsidy (CCS) administration and attendance records.
- Communicate service policies, procedures and updates to families, including posting family updates and preparing newsletters.
- Coordinate the annual family care needs survey and assist with transition management.
- Coordinate the annual parent satisfaction survey and report on the results.

3. Rostering and Staffing Coverage

- Proactively fill daily vacancies and staff absences, rostering internal casual staff first and engaging agency staff when needed.
- Maintain the internal casual pool and agency arrangements and keep casual staff records and availability up to date.
- Confirm staffing coverage each day so that services operate within required educator-to-child ratios.

4. Service Support and Executive Assistance

- Provide compliance support, including maintaining the policy and procedure review schedule, the parent calendar and compliance audit.
- Assist with Quality Improvement Plan (QIP) and other regulatory and compliance documentation.
- Liaise with service directors and staff on consultations and policy reviews to gather feedback.
- Manage and maintain the Head of Children's Services' diary, including scheduling appointments and meetings.
- Assist the Head of Children's Services' with projects, including aspects of the Strategic Plan and regular reporting.
- Maintain a system to track and follow up outstanding action items, issues and correspondence, so that deadlines are met.

Compliance

Ensure activities within the area of responsibility comply with legislation, including but not limited to:

- Education and Care Services National Law and Regulations
- Work Health and Safety legislation
- the National Quality Standard
- Early Years Learning Framework
- the Child Safe Standards and the National Principles for Child Safe Organisations
- child protection legislation, including mandatory reporting obligations
- the Fundraising Institute Australia (FIA) Code
- privacy laws
- The Infants' Home vision, mission, policies, procedures and strategic goals

Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation, and standards.
- Be involved in regular performance appraisals, self-reflection, and individual training plans.
- Attend and participate in meetings, events, and information sessions.
- Promote the understanding and application of integrity, inclusion, partnership, excellence, discovery, and diversity.

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 Work Health and Safety requirements are met.
- Identify risks and report them in a timely manner.

General

- Comply with organisational policies, relevant legislation, privacy requirements, child-safe standards and work health and safety obligations.
- Use the organisation's digital platforms, including Humanforce, Microsoft Office 365 and Xplor/Playground.
- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Head of Children's Services and/or the Chief Executive Officer.
- The Infants' Home reserves the right to add or amend your duties and responsibilities in accordance with changing circumstances and operational needs within the boundaries of your skill and competence. Any such changes may be reflected in changes to your Position Description made at the discretion of The Infants' Home.

Essential Criteria

- Three or more years' experience in a customer service or administration role
- Mandatory national child safety training (Geccko).
- a proven ability to build and maintain collaborative relationships with diverse stakeholders
- strong written and verbal communication skills
- the ability to solve problems in a timely manner
- experience with, or the ability to quickly learn, switchboard and phone systems
- experience with accounts or finance administration, including invoicing and reconciliation
- intermediate to advanced computer and digital literacy across a range of tools
- a proactive approach to enrolment and occupancy, and to coordinating staff rosters and coverage
- the ability to work autonomously and as part of a collaborative team
- excellent organisational, administrative and time-management skills, with strong attention to detail
- experience working with volunteers, contractors and suppliers (desirable)
- experience in the Early Childhood Education and Care sector (desirable)
- experience using childcare management software such as Xplor (desirable)
- knowledge of CCS and early childhood enrolment processes (desirable)

Please note, all employees at The Infants' Home are required to have valid working rights in Australia and a current NSW Working with Children Check.

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

Name

Signature

Date