

POSITION DESCRIPTION



Department: Children's Services
Position: Administration Officer
Position Level: Community Services Worker Level 2 (as per Northside's Enterprise Agreement)
Reports to: Director, Children's Services

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
VISION: A community where everyone matters and has the opportunity to fulfil their potential.					
MISSION: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION OBJECTIVE

Under the direction of the Director – Children's Services, the Administration Officer, will provide efficient and effective administrative support to Centre Directors and the broader Children's Services team.

KEY RESPONSIBILITIES AND DUTIES

- Administrative support to Early Childhood Centres, including organisation of on-site files and archiving as per NQF requirements and Northside's Archiving Policy and Procedure.
- Collating documents and maintaining records to support regular Quality Area audits.
- Management of online Centre-based staff training records for the ECA Learning Hub and Safeguarding Children training, and other online training as required.
- Welcoming and supporting families with administrative enquiries as required.
- Responding to requests from Head Office staff relating to documentation, training and employee onboarding; escalating requests to the Centre Director as appropriate.
- Recording children's attendance and additional bookings into Qikkids daily.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in providing administrative support and customer service, preferably in Education, Community Services, or a similar environment.
2. Working knowledge of the National Quality Framework (or commitment to quickly developing the knowledge).

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3. Demonstrated ability to work autonomously and manage competing priorities and workloads.
4. Exceptional customer service skills in support of service delivery, including strong written and verbal communication skills.
5. Demonstrated IT skills, particularly in Microsoft Word, Excel and PowerPoint.
6. Demonstrated ability to develop strong internal relationships across the organisation.

QUALIFICATIONS AND/OR TRAINING

- Tertiary qualification in Business Administration or similar field with relevant experience.
- Full driver's licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Able to work some evenings, weekends & public holidays.
- Able to work some on-call time.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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