

# Position Description

## Senior Administration Officer

Position Title:	Senior Administration Officer	Directorate:	Community and Corporate Services
Position Number:	100297	Department:	
Employment Status:	Part-Time	Position Type:	Indoor/Outdoor Employee /Childcare Educator
Employment Type:	Permanent	Location:	Childcare Centres
Classification Structure:	Grade 3		
Reports to:	Childcare Delivery Coordinator		

### PRIMARY PURPOSE:

The Administration Officer (Education and Care) is responsible for ensuring the accurate, timely, and efficient administration of enrolments, compliance, financial processes, and customer service functions for Glenorchy City Council's Education and Care Services. This role plays a key part in maintaining service compliance with legislative requirements, supporting quality improvement initiatives, and delivering high-quality service to families and stakeholders. The position contributes to the smooth operation and continuous improvement of Council's Education and Care Services through effective coordination of administrative processes and stakeholder engagement.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Administration Officer** reports to the **Childcare Delivery Coordinator** for all operational and management matters.
- The role is a key contributor to the Childcare Connections Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, State and Commonwealth agencies including education institutes, ratepayers, families, residents, visitors and contractors to the City of Glenorchy.

### Accountabilities And Responsibilities

<b>Administration for the Child Care Services</b>	<ul style="list-style-type: none"><li>▪ To ensure and maintain accurate records and documentation in accordance with the National Law and Regulations including enrolments, attendance records, and financial reports for Glenorchy City Council Education and Care Services.</li><li>▪ To ensure timely and compliant processing of Child Care Subsidy (CCS) requirements, including enrolment submissions, attendance reporting, and liaison with Services Australia to support families and maintain service compliance. Liaison with the services software provider to support and facilitate enrolments.</li><li>▪ Work with and support the Nominated Supervisor with compliance monitoring, including preparing documentation for assessment and rating, audits, Quality Improvement Plans (QIP), policy updates. The development and review of</li></ul>
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	<p>administration procedures and processes. Including regulatory and Council reporting requirements.</p> <ul style="list-style-type: none"> <li>▪ Ensure confidentiality and information management standards, ensuring secure storage, handling and archiving of sensitive child, family records consistent with legislative and Council requirements.</li> <li>▪ To contribute to the service's overall compliance and operational effectiveness in coordinating administrative tasks including fees, banking communication with families and maintain required registers and service information.</li> </ul>
<b>Quality Improvement Plan</b>	<ul style="list-style-type: none"> <li>▪ To actively participate in the implementation and review of the Services Quality Improvement Plan (QIP)</li> <li>▪ Implement, evaluate and continuously improve quality systems and processes for the Child Care Services</li> </ul>
<b>Legislative Requirements</b>	<ul style="list-style-type: none"> <li>▪ To meet the requirements of the Commonwealth and the Department of Education Child Care Provider Handbook, including Education and Care Services National Law and Regulations.</li> <li>▪ To ensure the development, maintenance and administration of Child Care computer software generated reports as necessary for compliance with State, Commonwealth and Council requirements</li> </ul>
<b>Team Work and Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Represent the Council in a professional and positive manner</li> <li>▪ Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>▪ Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives.</li> <li>▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> </ul>

	<ul style="list-style-type: none"> <li>Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>
<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul>

<b>Key Selection Criteria</b>	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>Certificate III or IV in Business Administration.</li> </ul>
<b>Licences</b>	<ul style="list-style-type: none"> <li>Current registration to work with vulnerable people (RWVP)</li> <li>Drivers Licence (preferred but not essential)</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>A minimum of two years' experience in a similar role, with knowledge and experience in account management, banking, financial reconciliations and administrative procedures, including Child Care Subsidy (CCS) and EFTPOS.</li> <li>Advanced computer skills using Microsoft Office including Outlook, Word, Excel, Publisher and Teams.</li> <li>Exceptional attention to detail with the ability to prepare, review, and manage documentation and data (record keeping).</li> <li>The ability to maintain compliance and confidentiality.</li> <li>Excellent interpersonal skills and a proactive, positive approach with the ability to listen and to provide support and advice to both educators and parents efficiently and professionally, ensuring excellent customer service by communicating in written and verbal formats with people from a diverse range of backgrounds.</li> <li>Strong organisational, multitasking, and time management abilities.</li> </ul>

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

## Our Values



### WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates  
Everyone is heard and is valued  
We care for the well-being and safety of each other  
We check in on each other without being prompted  
Listening and being listened to matters



### WE ARE TRUSTED

I've got your back and you've got mine  
We do what we say we will  
We are empowered  
Have honest and open conversations  
We are trusting and trustworthy  
We learn from our mistakes and share what we learn



### TOGETHER WE ARE BETTER

Robust and thoughtful decision making together  
Solving important problems together  
We reach out to others and across teams for help  
We collaborate more and handball less  
Share our skills and knowledge



### WE DELIVER

We serve and stand up for our community  
We knuckle down and focus on what matters  
We are courageous and determined to find a way  
We seek opportunities to continually improve outcomes and then we act on them

## Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

### WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own  
We trust and are **TRUSTED** by each other  
We know that by working **TOGETHER** we achieve better outcomes  
We take personal responsibility, and together we **DELIVER** for our community

**ACKNOWLEDGEMENT:**

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		Date:	