



POSITION DESCRIPTION

Position Title	Early Years Officer	Classification	Band 5
Directorate	Community and Planning	Department	Community and Family
Direct Reports	NIL	Date	September 2026
Reports to	Team Leader Early Years Operations		

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in supporting the community by delivering a wide range of services that enhance the wellbeing of residents now and into the future.

To support the delivery of these services, Council is focused on building a skilled and professional workforce with the capability to respond to current priorities and future challenges. Employees are expected to contribute to high-quality service delivery, demonstrate sound professional judgement, and work collaboratively to achieve positive outcomes for the community.

Council is committed to providing a safe, inclusive and supportive working environment that enables employees to perform at their best while contributing to the achievement of Council's strategic objectives.

POSITION OBJECTIVES

The Early Years Officer contributes to the effective administration and coordination of kindergarten registration, Early Years facility administration, invoicing, reporting and business support functions. The position provides accurate, timely and professional support to families, service providers, hirers and internal stakeholders in accordance with Council procedures, while supporting continuous improvement in administrative processes and contributing to the achievement of team, departmental and organisational objectives.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Process kindergarten registrations and complete associated administrative tasks accurately and in accordance with agreed procedures.
- Provide responsive customer service support for the central kindergarten registration system, including enquiries, follow up and information requests.
- Prepare and process invoices for hirers of child and family spaces and kindergarten service providers.
- Receive, triage and coordinate follow-up of maintenance requests relating to Early Years facilities, escalating matters as required.
- Review administrative processes and support the implementation of business improvements to increase efficiency, accuracy and service responsiveness.

- Provide administrative and planning support to assist delivery of Early Years operational priorities, projects and service coordination activities.
- Prepare routine reports, correspondence and documentation to support monitoring, planning and operational decision-making
- Manage customer enquiries professionally and in a timely manner, ensuring accurate information, appropriate follow up and clear escalation where required.
- Undertake other duties within the employee's skills, competence and training, as reasonably directed.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Understanding of Early Years and Community Services.
- Knowledge of councils systems, EnrolNow and OptimoGov (Business Optimisation Software) desirable
- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.

- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications (degree or diploma) in related field, industry qualification and/or equivalent experience in a comparable environment.
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Demonstrated experience in similar role.
- A current Victorian Drivers Licence.
- Current Working with Children Check or VIT

KEY SELECTION CRITERIA

- Demonstrated experience providing high-quality administrative and customer service support in an agile team environment.
- Strong planning and organisational skills, with the ability to manage competing priorities and meet deadlines.
- Excellent written and verbal communication skills, with the ability to build effective relationships with families, service providers and internal stakeholders.
- High level of accuracy and attention to detail in data entry, record-keeping, invoicing and use of business systems.
- Sound problem-solving skills, with the ability to triage enquiries, follow up on actions and escalate matters appropriately.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a full-time maximum term position.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre- m employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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