



Cardinia

POSITION DESCRIPTION

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| POSITION TITLE: | Central Registration Officer |
| CLASSIFICATION: | Band 5 |
| STATUS: | Full Time |
| BUSINESS UNIT: | Community Infrastructure and Service Planning |
| DATE REVIEWED: | June 2022 |

ORGANISATIONAL CONTEXT

Our vision is that the Cardinia Shire will be developed in a planned manner to enable present and future generations to live healthy and productive lives and to enjoy the richness of the diverse and distinctive characteristics of the shire.

To undertake this vision successfully we are developing a skilled and professional workforce that embraces our organisational culture, values and demonstrates key leadership capabilities. We define our culture as working together, working differently and working for the future. The values of teamwork, respect, accountability, communication and customer focus underpin our work and our behaviours to ensure we deliver on the Council's vision while maintaining a healthy, engaging and inclusive workplace. The Leadership Capability Framework describes what we do as leaders and the Values form the basis of how we behave in the workplace and conduct the business of planning.

Council plays an important role in contributing to life in your community by providing many of the services and facilities that residents of all ages access every day. Council provides traditional local government services like local roads, waste management, and planning, building and animal control. But beyond this we provide much more. We work with residents from newborn babies, to young people, families and our senior citizens.

Cardinia Shire Council values Inclusion and Gender Equality and does not condone any negative behaviours as outlined in our Workplace Behaviours policy. This includes, and is not limited to, discrimination, bullying, family violence, victimisation and breaches of our other workplace policy.

ORGANISATIONAL RELATIONSHIP

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| Reports to: | Team Leader Early Years |
| Supervises: | Nil |
| Internal Liaison: | Business Unit staff / Other relevant Council departments |
| External Liaison: | Parents, guardians, Kindergarten Early Years Managers, Committees of Management and Staff, general community, Department of Education and Training |

POSITION OBJECTIVES

- Coordinate the kindergarten registration application, allocation and placement processes for families wanting to enrol into Kindergarten programs.
- Maintain the kindergarten central registration system in order to provide accurate and timely reports to the Team Leader Early Years, Kindergarten Early Years Managers and Committees of Management as required.

- Be the first point of contact for Kindergarten Committees of Management, Early Years Managers and families wanting to enrol into the educational programs offered by Kindergartens.
- Consistently provide a high standard of customer service to families and Kindergarten Early Years Manager's and Committees of Management.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities of the role include but not limited to:

- Undertake the registration process for families wanting to enrol into Kindergarten programs offered by Council's Community Kindergartens.
- Liaise with the Kindergarten Enrolment Officers and Early Years Manager's to ensure staff and committees have accurate and up to date registration information.
- Answer registration enquiries and provide relevant registration information to families as required.
- Upon receipt of registration applications, accurately input information in the Kindergarten central registration database.
- Accurately update and maintain database systems.
- Process Kindergarten offers as per Cardinia Shire Council's Central Registration Policy and Procedures.
- Maintain registration lists per Kindergarten throughout the year.
- Liaise with Team Leader Early Years, committees and Early Years Manager's with regard to groups/numbers as required and provide timely and accurate reports to the Kindergartens on a regular basis.
- In conjunction with the Team Leader Early Years, review, improve and implement all processes relevant to the role, to ensure efficient work practices.
- Keep up to date with developments, legislation and regulations relevant to the requirements of the position.
- Deal with confidential and sensitive material in a professional and appropriate manner and in line with Privacy Act 1988.
- Maintain a high level of customer service at all times.
- Participate fully in Performance and Development Review (PDR) processes and take an active role in helping to continually develop self.
- Participate fully in regular working group, team and unit meetings.
- Other duties as directed by the Team Leader Early Years or Coordinator Community Infrastructure and Service Planning
- Update and review media/communications plan for kindergarten.
- Plan and organise Outreach with a focus on helping register vulnerable families of our community into kindergarten.
- Proficiency in using the (CRS) Central Registration System, including regular UAT testing and upgrades to the system as well as continually review templates and outgoing communication from the system.
- Maintain the Early Start Kindergarten (ESK) database and liaise with external agencies and Maternal Child Health (MCH) for ESK referrals.
- During peak processing months review all applications prior to allocations following the data cleansing and audit pre offer period instructions.

General

- As part of the broader Community Infrastructure and Service Planning Team contribute to the development of organisational, strategic, and business plans for the achievement of financial, quality management and customer service targets.
- Keep up to date with developments in legislation and regulations relevant to the requirements of the position.

- Support and assist other staff in the department to achieve individual, departmental and corporate objectives.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to and promote HR, 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
- Ensure compliance with Council financial and procurement policies and procedures in ensuring an adequate standard of internal control over finances is maintained.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for the quality, accuracy and timeliness of all work produced within the role.
- Demonstrate personal and professional integrity at all times consistent with the Cardinia Shire Council values
- Effect of decisions and actions taken are subject to review by the Team Leader Early Years.
- Freedom to act is limited by the standards and procedures that are in place.

JUDGEMENT AND DECISION MAKING

- The objectives of the work are clearly defined with procedures understood and the duties are carried out with minimal supervision.
- Work may involve solving problems and applying relevant legislation, policies and procedures to guide work approaches.
- Position is required to create and review procedures.
- Independent decisions can be made in regard to work priorities, problem solving, dealing with issues and action to be taken. Initiative and creativity is expected.
- Guidance and advice are always available within the time available to make a choice.

MANAGEMENT SKILLS

- Ability to plan, organise, set priorities and manage time, so that organisational resources are optimised and objectives are achieved within a timetable.
- Ability to respond effectively with pressured environments and to measure risk.
- Ability to achieve successful outcomes for others in the most effective and efficient manner within the standards, guidelines and resources available.

INTERPERSONAL SKILLS

- Excellent communication skills including verbal and written
- High level customer service skills and ability to gain co-operation and assistance from others including internal and external people
- Ability to discuss and resolve issues
- Ability to gain co-operation and assistance from others to meet position objectives
- Ability to liaise and communicate effectively with individuals and families from diverse communities and with varied backgrounds and experiences

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes

- High proficiency in using a variety of computer applications, including Microsoft Office, specifically Excel and Word
- Well-developed written and verbal communication skills.
- Enthusiasm to initiate and implement new innovative ideas.
- Experience in database management applications
- Excellent knowledge of office equipment and systems to facilitate work processing
- Able to prepare reports and correspondence
- Ability to liaise with agencies to help meet the needs of individuals

QUALIFICATIONS AND EXPERIENCE

- Post-secondary training / qualifications relevant to the position e.g Certificate IV or Diploma in Business Administration and/or suitable work experience to achieve position requirements
- Proven database management and administration experience
- Highly experienced with Microsoft Office applications, particularly EXCEL and WORD
- A current Victorian driver's licence

KEY SELECTION CRITERIA

- Qualifications and experience as outlined above
- Demonstrated strong client focus with ability to provide effective and timely customer service support and communication to children and families from diverse communities
- Demonstrated experience with computer applications, such as Microsoft Office, and associated functions
- Able to demonstrate effective administration and organisation of tasks and projects, including setting work priorities to meet deadlines
- Knowledge of local area in order to inform and assist families with enrolment enquiries
- Capacity to develop and maintain office systems and procedures
- Ability to work as part of a team, be reliable, honest and understand the importance of maintaining confidentiality
- Excellent written and verbal communication skills.
- Ability to embrace the Cardinia values

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2021 and Cardinia's policies and procedures.

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| Tenure | This is a full-time ongoing position |
| Pre-employment checks | All appointments are subject to a National Police Record Check, Working With Children Check, pre-employment medical check, and a six-month probationary period (new employees only). In line with recent Victorian Government announcements, this role requires the incumbent to have and maintain the necessary mandatory COVID-19 vaccinations. |