

POSITION DESCRIPTION

Date	February 2024
Position Title	Centre Administrator
Reports to (position title)	Centre Coordinator
Department	Early Years

Organisational Context

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Officer and Truganina Victoria, Australia.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy Services, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

The Centre Administrator (Administrator) actively engages with Educators, Families, Local Government representatives and networks to support the enrolment of children in high quality education and care programs that meet the needs of the community.

As a member of our team, this role is proactive, positive, and collaborative with a can-do approach in a dynamic environment supporting our centre, staff and families.

PRIMARY OBJECTIVES

The Administrator is the primary contact between families enrolling in the service and the staff delivering services. The Administrator is responsible for the provision of compliant enrolment records across the Early Years Programs along with providing guidance and support to families wishing to enroll their children into bestchance programs. The role works with the finance team to ensure accurate billing for families and assists with daily entering staff hours into the pay system, Human Force correctly. A strong reliance on constructive communication and collaboration with families, team members and functional areas is a critical component of the role.

KEY RESULT AREAS AND RESPONSIBILITIES

- Provide quality support and resolution to enquiries received via phone, email and enrolments mailbox at a standard that reflects bestchance philosophy, policies and procedures.
- Build and support collaborative partnerships with families, staff, communities and Local Council
- Oversee the enrolment process which includes assisting families as needed with the enrolment process, ensuring bookings are up to date in line with regulatory requirements.
- Work with Management, Centre Coordinator and Educational Leader to support the inclusion of children into the programs offered at the Early Childhood Education Centre.
- Provide relevant reports to Finance, Payroll, Early Years Operations as required or requested.
- Assist with the development of communications, key stakeholder including educators and families.
- Administrative tasks which can include
 - the management of sensitive and highly confidential information
 - ordering of consumables and resources and assisting with forwarding invoices to finance

- management and monitoring of data to ensure compliance with internal policies and processes
 - management and monitoring of data to ensure compliance with external regulatory authorities e.g. Department of Education and Training (DET)
- Support Early Years systems and process improvements and initiatives.
- Update and maintain Storypark Manage information and data to ensure accuracy of information at all times
- Respect the confidentiality of all information about children and their families
- Ensure that service presentation is maintained to the highest standard
- Other duties as required

KEY SELECTION CRITERIA

- Excellent interpersonal skills and an ability to communicate effectively to both children and adults
- Demonstrated experience in providing high level administrative functions that require attention to detail within a highly regulated and fast paced environment.
- Provide advice and support to families with a high degree of empathy towards families and their circumstances
- Demonstrated high level interpersonal skills and the ability to deal with customer enquiries and concerns
- The ability to work effectively and collaboratively with a team who have diverse levels of experience and qualifications
- Demonstrated ability to work autonomously, prioritise work and manage time effectively
- Demonstrated experience managing sensitive and highly confidential information
- Demonstrated experience in a dynamic environment
- Demonstrating an understanding of maintaining confidentiality at all times

Other

- Qualifications and/or experience working within an early years' service setting along with knowledge of the National Quality Framework would be an advantage
- Experience in a busy and dynamic support service environment beneficial
- Experience in computer systems and software such as:
 - Office 365
 - Storypark or any other customer relationship management (CRM) database
 - Exposure to DET databases including Kindergarten Information Management System (KIMS), etc. will be highly desirable

- A satisfactory Police Records Check and valid Working with Children Check are mandatory.
- A detailed induction will be undertaken with the successful candidate.