



POSITION DESCRIPTION

POSITION TITLE:		Customer and Business Support Officer – Children’s Services			
POSITION NO:		702601	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Family, Youth and Children’s Services			
UNIT:		Children’s Services Unit			
REPORTS TO:		Connie Benn Centre – Early Learning Centre Coordinator			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

POSITION OBJECTIVES

- Provide customer and business operational support for Yarra Council's Children's Services and deliver a professional, consistent and high functioning service for internal and external clients

- Perform work duties according to Council / Branch policies, processes and standards and in accordance with Branch / Council strategic and operational objectives
- Contribute to a constructive culture and open communication within the team and across the organisation

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement

The Family, Youth and Children's Services Branch forms part of the Community Wellbeing Division and the Branch consists of the following service units:

- Children's Services
- Connie Benn Centre
- Family Services
- Service Planning & Development
- Youth and Middle Years

Aligned to the Manager, Family, Youth and Children's Services and the branch leadership, are customer and business support teams that are critical to the delivery of services, programs and projects by the Branch.

Three work groups provide customer, administrative and business support functions for the Branch:

- *Customer and Business Support team* – focus upon Children's Services
- *Branch Business team* – focus upon whole of branch business, including Service Planning and Development, and Youth and Middle Years
- *Administrative Officer Connie Benn Centre* – dedicated to providing customer and business support for the centre.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Connie Benn Centre – Early Learning Centre Coordinator
Position Supervises:	Nil
Internal Relationships:	Family, Youth and Children's Services Branch Information Communication Technology Finance Access Yarra Corporate Records Property Services People and Culture

External Relationships:	Residents, consumers and clients
	Department of Education and Training
	Central Registration System (CRS) software helpdesk staff, QiKKids Administrator and Helpdesk staff
	Department of Education, Skills and Employment (DESE)

KEY RESPONSIBILITIES & DUTIES

General Administration

- Work in partnership with customer and business support staff within the Branch to provide a multi-skilled multi-disciplined quality customer service to internal and external clients
- Engage directly with customers, either by telephone, electronically or face to face and respond promptly to customer enquiries and bookings.
- Support the continued development of a multi-skilled customer service culture within the Council by effective communication, networking and leading by example.
- Take an active part in teambuilding, quality improvement systems, business planning and other branch or corporate activities.
- Provide project administration support to ensure successful operations of early childhood education and care services.
- Assist and advise in the development, coordination, implementation and review of policies and procedures, processes and key performance indicators to maximise productivity and efficiency in customer and business functions relevant to the Branch / team.
- Assist with Children's Services team and sector meetings, I reporting and operational requirements.
- To assist with maintaining all relevant Children's Services systems; including the Occasional Care booking system, Central Registration System (CRS), Xlpor and KIMS.
- Assist with accurate and timely data entry of applications, registrations and/or other relevant data for each of the Branches systems within set timelines.
- Provide timely feedback to the Coordinator on any issues arising with any of the relevant branch systems, information, technology, data or records.
- Support the Coordinator in the preparation and organisation of meetings and/or training.
- To assist in the storage, management and archiving processes for confidential and non-confidential documents. Ensure documents and client records are handled within the appropriate privacy, corporate and/or regulatory requirements.

Fees and purchasing

- Ensure City of Yarra debt procedures and policies are implemented effectively and efficiently.
- Monitor and follow up on childcare fee collection process.

- Liaise with parents/families regarding fees / debt processes as directed by the Coordinator.
- Assist in the processing of purchase orders and ensure timely payments of accounts for Council Managed services.
- Support debt collection processes in conjunction with the Finance team as directed by Coordinator.

Finance and funding

- Assist with the administration of financial aspects for children services. This includes preparing purchase orders, checking receipt of goods or services, handling of invoices, and supporting other financial reconciliation procedures.
- Prepare statements, liaise with clients and stakeholders and maintain records related to the payment and debt management of childcare fees.
- Coordinate and deliver administrative, data entry, purchasing, fees administration and debt management recovery process for Occasional Care, kindergarten and long day care.
- Contribute to the development of the budget and/or forecasting.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Customer and Business Support Officer is accountable to the Connie Benn Centre – Early Learning Centre Coordinator for:

- Providing customer and business support for Children's Services and for providing assistance in relevant projects, as directed.
- Provision of standard information to client, internal and external stakeholders on behalf of the Branch.
- Provision of a variety of reports to management throughout the process.
- Signing documents such as delivery dockets, receipts for cheques.
- Responsible for maintaining high level of word processing and other services provided. Work is performed to specific guidelines under minimum supervision.
- Supporting the development and review of customer and business support standards and procedures and the successful ongoing maintenance of these in all major components of the work.
- Assisting with the implementing and updating accurate information for compliance with current legislation and organisational reports as directed by the Coordinator.

Safety & Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

JUDGEMENT AND DECISION MAKING

- The Customer and Business Support Officer works under the direction of Connie Benn Centre – Early Learning Centre Coordinator and within Council policies and procedures. Guidance and advice will be available on issues of a sensitive or complex nature or as required.
- The Customer and Business Support Officer is required to select an appropriate course of action and make decisions based on professional judgement, experience and knowledge of the database and operating policies and procedures.
- Decision-making exists within the parameters of service policies, processes and procedures for all day-to-day operational matters.
- The ability to review and implement improvements under the direction of the Coordinator to operational methods, procedures and practices is required.
- The Customer and Business Support Officer must have the ability to tactfully and courteously handle a range of difficult enquiries and complaints from the public.

SPECIALIST SKILLS AND KNOWLEDGE

- Strong client focus with sensitivity to individual family circumstances and cultures of families looking to access Family and Children's Services.
- Highly developed PC/Word processing skills including experience in Word, Excel, Outlook and other relevant software application packages. Understanding of Power Point and Desktop Publishing,
- Knowledge of administrative systems and the ability to maintain such systems and to develop improvements.

- Knowledge and understanding of the handling of confidential information and sensitive issues and policies in relation to privacy.
- Knowledge of financial administration and fee processes, including grants, external funding, ability to process accounts and invoices, and use specialised software packages.
- High level organisational skills to set priorities, plan, organise, meet strict deadlines and use resources with minimal supervision to achieve objectives within a defined time and manage a number of tasks simultaneously.
- Excellent time management skills, ability to meet deadlines and prioritise competing work demands.
- Written skills for routine administrative duties, memoranda, minute taking etc.
- Filing and tracking correspondence.

INTERPERSONAL SKILLS

- Strong verbal and written communication skills including ability to prepare correspondence and reports to a diverse audience.
- Actively contributes to positive team culture.
- Ability to gain co-operation and assistance from internal and external clients
- Effective cross-cultural communication skills and knowledge.
- Ability to resolve queries and complaints in a timely and effective manner.
- A sensitivity and awareness of the privacy act in relation to handling of personal information.
- Deals with confidential or sensitive issues discreetly and respectfully.

QUALIFICATIONS AND EXPERIENCE

- Relevant business or customer service training e.g. TAFE or VCE studies.
- Experience in a responsible customer and business support or administrative support role in children's services
- Current Victorian driver's licence preferred but is not essential.
- Experience in a local government or community services environment would be an advantage but is not essential.

KEY SELECTION CRITERIA

- Ability to provide outstanding customer service through multiple modes to a diverse community.
- Demonstrated advanced skills in working with and knowledge of Microsoft Office programs including Word, Excel and Outlook and the ability to learn data-based software packages.
- Proven ability to work in a team environment and a commitment to working collaboratively to improve procedures and service outcomes and problem solve
- Strong verbal and written communication skills including ability to prepare correspondence and reports and to adjust communication to the needs of the audience.

- Demonstrated ability to work under limited supervision and ability to assess and balance priorities.