



Position Description

POSITION	Administration Officer	
REPORTS TO	Business Manager, Children's Services	
DIRECTORATE	Corporate and Community Services	
BRANCH	Sandhills Early Childhood Centre	
CLASSIFICATION	Grade 5	
STAFF	Nil	
CONTACTS	Internal Business Manager Sandhill's Director Educator leadership team Educators Children	External Sandhills' Families Contractors Relevant sector governing bodies Community Organisations

Position Objective

As administration officer at Sandhills Early Childhood Centre's you contribute as an active member of a team delivering high-quality early childhood education and care to children and their families.

You provide high-level, efficient, organised and responsive administrative support to leadership, educators, children and families ensuring effective service operations and compliance with regulations and policies.

The role supports continuous improvement and strong governance. You will ensure the rights, well-being and safety of children is paramount in all decision-making.

Organisation Values

The image of the child is our fundamental motivation at Sandhills – we believe children are competent and capable beings. Children are the heart of our decision making and we are driven by their best interests.

We strive to nurture each child’s sense of belonging as a part of a strong connected community, ensuring a safe and supportive environment.

Our vision embraces a collaborative team of educators in partnership with children, families, and the wider community. We celebrate the uniqueness that each child brings with them and value their contributions.

We nurture respect and responsibility for both our social connections and natural world arounds us. Together we share knowledge and discoveries, fostering deeper awareness and understanding.

Our responsive and attuned educators are active participants in learning alongside children; building environments for inquiry and providing endless opportunities to explore their creativity and sense of wonder.

We welcome our children and families into our nurturing and vibrant community. We delight in the beauty of our locality, grateful for the coastal reserves that surround us, and for the native trees that home an abundance of wildlife and provide a mystical wonderland for imaginative play and freedom.

At the heart of everything we do is our commitment to the Child Safe Standards, creating a safe, supportive environment where all children feel valued and empowered to thrive and become confident, lifelong learners.

As a Byron Shire Council service, you will demonstrate Council’s Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:

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**We lead with
enthusiasm and
purpose**



**We are open,
honest and
respectful**



**We foster
wellbeing and
creativity**



**We achieve our
goals and
succeed together**

Key Responsibilities

Organisational Relationships

- Contribute to team culture, service goals and workplace change
- Support continuous improvement, effective work practices and enjoyable relationships
- Participate in meetings and other whole of staff professional learning events as required.

Operations Management

Families

- Manage enrolments, bookings and waitlists to maintain high-level occupancy
- Manage fees, invoices and statements of entitlements
- Ensure enrolment, financial and attendance records are accurate and up to date.
- Administer the childcare management system (Xplor).
- Support families with accounts and fee collection in line with policy, escalating issues as required.

Service

- Support leadership team and educators with relationships, communication and engagement with parents, families and community
- Provide a high-level of administration support including:
 - processing invoices and credit card reconciliations
 - managing email correspondence
 - answering of telephone enquiries
 - arranging appointments
 - photocopying
 - banking

- procurement of supplies and resources
- Produce high quality documentation (emails, letters, parent notices, health and hygiene notices and information as required)
- Update and keep current parent handbooks, policy documentation and centre forms in collaboration with leadership
- Maintain registers (staff, maintenance and compliance) and associated documentation
- Prepare weekly room rolls and collate reports as required
- Maintain record-keeping, filing systems and financial documentation
- Coordinate contractors (service compliance, maintenance, pest control, activities and incursions) in collaboration with leadership
- Assist Business Manager with funding and grant applications

Regulations and child-care subsidy

- Work in accordance with Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standard
- Process attendance records and update government platforms regarding child care subsidy information and payments
- Ensure all enrolment information meets regulatory requirements
- Provide data and reports to government departments as required
- Ensure compliance with privacy and information security requirements, including the handling of personal, sensitive and digital information relating to children, families and staff
- Escalate issues to leadership that may affect the children, service approval or rating, regulatory and legal compliance or the smooth running of the service.
- Manage enrolments, bookings and waitlists to maintain high-level occupancy
- Manage fees, invoices and statements of entitlements
- Ensure enrolment, financial and attendance records are accurate and up to date.
- Administer the childcare management system (Xplor).
- Support families with accounts and fee collection in line with policy, escalating issues as required.

Financial Management

- Operate within delegated authority and budgetary constraints.
- Assist with financial reports as required.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.
- Uphold Sandhills' Child Safe Code of Conduct

Work Health & Safety Management

- Maintain a safe and healthy work environment
- Contribute to and support a culturally safe space for all families, children, community and educators
- Be the communication officer in Sandhills' emergency management plan and understand and implement the procedures as required
- Take responsibility for the protection and rights of children attending the service
- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Report all risks, hazards, incidents and injuries immediately to supervisor

Other Duties

- Provide general service support (such as word processing, printing, stock management, laundry and shared spaces)
- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

- Business administration qualifications or equivalent skills and experience
- National Child Safe training
- Current Working with Children Check

Experience

- Proven experience in an administrative role
- Proficiency in Microsoft Office suite (Outlook, Word, Excel, Teams), publishing programs such as Canva and other database programs
- Previous experience in an education and care, local government or service setting (desirable)

Knowledge

- Basic knowledge of local government operations and the role of Children's Services.
- Knowledge of the National Quality Framework

Competencies

- Strong communication (written, verbal, inter-personal) and customer service skills
- Ability to work responsibly independently and in a team
- Strong organisation and prioritisation skills
- Ability to build positive relationships with children and families
- Adaptability and responsiveness to change
- Proficiency in information technology
- Commitment to ongoing professional learning

Selection Criteria

Essential Criteria

- Demonstrated experience in administrative role, preferably in education and care, with the ability to provide quality service to peers and customers.
- Excellent communication (interpersonal, verbal and written) skills and relationship-building skills
- Excellent administration and organisation skills
- Ability to interpret and implement policies, procedures and regulations
- Proficiency in MS Office (Outlook, Word, Excel, Teams)
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Working with Children's Check

Preferred Criteria

- Basic knowledge of local government operations and the role of Children's Services
- Experience with childcare management and accounting systems
- Awareness of the Education and Care Services National Law, Education and Care Services National Regulations and the National Quality Standard

PRESENT OCCUPANT:

SIGNATURE:

SUPERVISOR:

Business Manager / Child Safe Coordinator

SIGNATURE:

People and Culture use:

National Criminal History Check

Working with Children Clearance

Functional Health Assessment

Immunisations