

POSITION DESCRIPTION

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| Date | July 2022 |
| Position Title | Early Years Relief Administration Officer |
| Reports to (position title) | Manager Early Years Operations |
| Department | Early Years |

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, 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, 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

Reporting to the Manager Early Years Operations (EYO) the Relief Administration Officer is primarily responsible for organising relief educators to cover for planned and unplanned leave requests through the Internal Database – Schrole and to update Human Force for staff changes. The role also supports other EYO administrative tasks as required (see attached task list).

PRIMARY OBJECTIVES

The Relief Administration Officer is the primary contact between the Educators and Area Mangers at Early Years Services and is responsible for responding to daily relief requests and ensuring cover is obtained to support the running of kindergarten programs.

KEY RESULT AREAS AND RESPONSIBILITIES

- Understanding of all services programs timetables and staff rosters
- Managing incoming communication via Schrole, phone and email
- Managing bank of relief educational staff
- Management of educational staff rostering and timesheets including input of relief, leave and other absences by educators and inputting approved additional hours requests and processing these in the time and attendance system Human Force within the current pay cycle.
- Liaising with Area Managers in a timely manner to confirm a service closure when required ensuring families are provided with a minimum 1 hours' notice of closure.
- In the instance of a service closure advising families via StoryPark and text message prior to one hour of session start time, Department of Education and Training (DET), relevant (Local Government Area (LGA) and logs on National Quality Agenda Information Technology System (NQAITs) within 24 hours.
- Collating data for reporting to internal and external stakeholders.
- Building professional relationships with kindergarten staff and external stakeholders.
- Maintenance of relevant databases.
- Supporting the collective Early Years Team with administrative tasks as required.

KEY SELECTION CRITERIA

- Demonstrated interpersonal skills and the ability to deal with enquiries and concerns
- Demonstrated ability to work autonomously, prioritise work and manage time effectively
- Experience managing sensitive and highly confidential information
- Demonstrated experience in a dynamic environment
- Flexibility in dealing with a range of requested and delegated tasks with potentially competing demands.

REQUIRED EXPERIENCE AND QUALIFICATIONS

- Well-developed verbal and written communications skills.
- Extensive knowledge of the Microsoft Office Suite.
- Demonstrated organisational and time management skills.
- Qualifications in administration would be beneficial but not essential.
- Some knowledge of rostering and timesheet programs would be advantageous.
- A satisfactory Police Records Check and valid Working with Children Check.