

ADMINISTRATION OFFICER - ENROLMENTS

POSITION DESCRIPTION



Position Summary

The Administration Officer - Enrolments will provide a wide range of administrative and support functions to assist the daily operations of the Children's Service. Following established processes and policies the Administration Officer will accurately and efficiently use a range of computer-based applications to assist with Council's Children's service provision and administration.

Position Details

Title:	Administration Officer – Enrolments		
Classification:	Band 4	Position Number:	
Category and status:	Permanent part time		
Reports to:	Manager Children's Services		
Supervises:	NIL		
External relationships:	Parents, carers, community members, other local authorities, government departments		
Date PD approved:	Jan 2017		

Position Key Responsibilities

Child enrolments	<ul style="list-style-type: none"> Process new child enrolments using Hubhello Process and maintain kindergarten enrolments into the Kindergarten Information Management system Complete census information for State and Commonwealth Governments on child attendance Monitor and manage central enrolment processes and maintain records of child placements in accordance with Children's Services enrolment policy
Accounts	<ul style="list-style-type: none"> Process weekly long day care child attendances Process fortnightly family day care child attendances Submit attendances on HubHello and process CCS payments Send out statements of service to LDC/FDC families fortnightly Undertake revisions of accounts monthly Collate kindergarten attendance information each term Create and maintain debtors for invoicing Monitoring family direct debits
Family files	<ul style="list-style-type: none"> Maintain digital child enrolment files, ensuring the accuracy and relevance of all documents including medical management and immunisation information
Customer Service	<ul style="list-style-type: none"> Provide advice about placements to parents, carers and potential users of the service either face to face or by phone Provide updates and information on central enrolments and current wait times Provide advice about payments including how to make payments
General administration support	<ul style="list-style-type: none"> Provide general administration support to the Children's Centre Assist with general correspondence including drafting of standard letters Create and maintain forms, templates, guides, databases, spreadsheets, website pages as required Maintain the Children's Centre Facebook page Coordinate advertising when, and as required Produce procedural documents

	<ul style="list-style-type: none"> • Conduct research and benchmarking activities • Monitor ECM & Customer Requests for outstanding matters
Council systems	<ul style="list-style-type: none"> • Record information in Council's record management system (ECM) • Process purchases/invoices using Council's purchasing system

Position Organisational Responsibilities

Leadership	Not applicable
Strategy and policy	Not applicable
Budget	Not applicable
Internal meetings	Position will be required to participate in regular team meetings.
External collaboration	Position may, on occasion, be required to represent Council in a range of forums such as industry networks, government/agency workshops etc.
Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met.
Corporate records	Position is responsible for the accurate and timely storage of Council records, relevant to the position, in Council's record management system.
Legislative framework	Position is responsible for ensuring that the service is compliant with State and Federal funding as relevant to the position.
Customer Service	Position is accountable for adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with council values
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position may be required to take a role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.

Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is accountable for the accuracy and timeliness all account processing, accuracy and completeness of all family files; security and confidentiality of personal family information and for the provision of professional and courteous customer service (whether internal or external). The position can make recommendations on process improvements.
Judgement and decision making	The position is accountable for the accuracy and timeliness all account processing, accuracy and completeness of all family files; security and confidentiality of personal family information and for the provision of professional and courteous customer service (whether internal or external). The position can make recommendations on process improvements.
Child Safety	Position is required to be aware of child safe standards and how they are implemented within the organization. Position will be encouraged to provide input and feedback on the standards.
Specialist skills/knowledge	Position requires proficiency with the Microsoft Office applications, particularly outlook, word and excel; a good understanding of Council systems including HubHello. Good organisational and time management skills are essential.
Management skills	Position must be able to manage time, prioritise, organise and plan own work.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from parents, carers, potential users of the services and other employees. Position requires the ability to prepare routine correspondence and reports and to develop procedures if required.
Qualifications/experience	Post-secondary qualifications in business desirable but not essential. Previous experience working in an administration/office based position required.

Selection Criteria

Experience and Knowledge	Post-secondary qualifications in business desirable but not essential. Previous experience working in an administration/office-based position required. Previous knowledge of the children's services industry is an advantage.
Skills	Demonstrable knowledge and high-level skills in a range of software packages particularly the Microsoft Office suite. Knowledge of central enrolment processes desirable
Communication	Well-developed written and oral communication skills with the ability to provide good customer service at all times
Motivation and initiative	Must have the ability to work independently, without supervision, and to maintain expected work output at all times. Must be able to demonstrate initiative especially in reviewing and implementing improved or new work processes.
Organisational skills	Must have the ability to be well organised and to juggle varying demands whilst ensuring that deadlines are met.
Teamwork	Must be able to work courteously and harmoniously in the Children's Services Team.

Acceptance of Position Description		
Approved: Chief Executive Officer	Signature:	Date:
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	Signature:	Date:

Position Description: Administration Officer - Enrolments
Altus ECM reference: INT24/7E8FA88
Position Description developed: January 2017
Position Description reviewed: March 2024