

Early Years Registration and Support Officer

Directorate	Department
Connected Communities	Family & Children’s Services
Position No	Enterprise Agreement Classification
EYP046	Band 4
Reports To:	Direct Reports
Coordinator Early Years Partnerships	Nil

What we trust you to deliver

This position will undertake the administration of the Kindergarten Central Enrolment process for registrations and allocation into sessional kindergarten programs, liaising with families of children attending and registering for sessional kindergarten and maintaining up to date data in relation to the provision of sessional kindergarten. The role will also provide administrative support to the Strategic Planning and Partnerships Team

What you will need to thrive

- Demonstrated relevant experience in business administration
- Demonstrated experience in providing high quality and responsive customer service.
- Understanding of administrative and funding requirements of early years services, in particular kindergartens.
- Relevant experience in the use of databases such as Central Registration System, Pathways and TRIM is desirable or the ability to learn and implement new software systems.
- Demonstrated experience in developing and maintaining relationships with stakeholders and ability to prioritise and organize workload to meet deadlines and competing demands.
- Proficiency with a range of computer application, including Microsoft Office.

What success looks like

1. Attend to enquiries for kindergarten through the Central Registration Service within the municipality in accordance with organizational standards and within prescribed timeframes.
2. Provide timely and accurate processing of central registration procedures and implement and maintain all records in accordance with policies determined by Council or legislation.
3. Liaise with Council and non-Council kindergarten providers to obtain information and data to support planning and ensure the effective delivery of the Central Registration System.
4. Support community members to register for kindergarten through liaison with other areas within the department and through targeted outreach activities.
5. Prepare and consult with Coordinator, Communications and Customer Service Departments to maintain accuracy of information in relation to Central Registration, inclusive of Council’s website.
6. Provide administrative support to other functions within the Strategic Planning and Partnerships team.
7. Support the ongoing development and review of kindergarten business systems processes and improvements.
8. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.

- 9. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training

The expertise you bring (including qualifications and experience)

- Qualifications in administration and previous relevant experience in a similar administrative position.
- Proficient computer skills, including expertise in Microsoft Office programs
- Ability to work in a busy and changing environment amid competing demands

Key competencies

Customer Focus	Tech Savvy	Action Oriented	Collaborates
Optimizes Work Processes	Communicates Effectively	Nimble Learning	Situational Adaptability

OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

Our Customer Promises

Our customer promises are our commitments to our customers.

- We care: we listen and take the time to understand you and what you need
- We’re helpful: we’re easy to deal with, professional and focused on clear, practical outcomes
- We’re fair: we work to meet your needs, while balancing our community obligations
- We’re knowledgeable: we’ll let you know what we can do to help and help you anticipate what else you might need
- We’re accountable: we’ll guide you through the next steps, always follow through and work with our colleagues to keep you informed of our progress

Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> • Early Years staff • Other Knox Council internal departments 	<ul style="list-style-type: none"> • Families • Software providers • Non-Council kindergarten providers

Accountability and extent of authority

- The completion of designated work tasks and project requirements within specified timeframes;

- Contributing to the achievement of service targets;
- Provision of accurate information to key stakeholders at all times; and
- The completion of regular reports as required.

Judgement & Decision Making

- Working independently, within agreed priorities, on the day to day tasks of the Kindergarten Central Registration System to ensure that time lines are met.
- Use initiative to identify potential 'process improvement' pertaining to the efficient operation of the Central Registration System and make suggestions to the Coordinator Early Years Partnerships.
- In conjunction with the Coordinator Early Years Partnerships review and implement improvements in procedures and practices as required. This may involve working within existing guidelines using previous experience.
- Guidance and advice is usually available within the timeframe to make a decision.

Specialist Skills and Knowledge

- Skills in administrative and family and children's services support to achieve individual, departmental and corporate objectives.
- Understanding of Kindergarten Service Sector and its goals, within the wider context of services for families and children.
- Knowledge and understanding of the underlying principles of Occupational Health and Safety requirements.
- A commitment to continuous improvement and the ability to identify and implement change processes to drive efficiencies within the Integrated Kindergarten team.
- Proficiency with IT systems, including Microsoft Office and knowledge of customer service and electronic data management systems.

Management skills

- Maintain the administration the Kindergarten Central Registration Service.
- Completion of designated work tasks and project requirements within specified timeframes, including the ability to set priorities and plan own work.
- In conjunction with the Early Years Partnerships Team review and implement improvements in procedures and practices as required.

Interpersonal Skills

- Be an authentic and positive team player, demonstrating loyalty and genuine commitment to the objectives of the organisation;
- Value integrity and behave ethically in all aspects of their work;
- Being self-aware and reflective, committed to ongoing learning and self-development; and,
- Recognising community needs and responding with understanding towards community members.

Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council's [Prepare to Recruit](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	Functional Testing
Reference Check	AU Entitlement to Work	Satisfactory Police Check
Working with Children Check	COVID19 vaccination certificate or immunisation history	

About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold



Do what is right (not what is easy)

THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website www.knox.vic.gov.au for more information about Knox City Council.