

Early Years Systems & Resourcing Officer

Directorate	Department
Connected Communities	Early Years
Position No	Enterprise Agreement Classification
EYP043	Band 5
Reports To:	Direct Reports
Coordinator Early Years Relationships	Nil

What we trust you to deliver

With the support of the Coordinator Early Years Partnerships, the Early Years System & Resourcing Officer provides support to the Early Years Team, and oversees data and reporting with both internal and externally provided software systems that are utilised in relation to Early Years Service delivery., inclusive of delivering training and supporting system improvements and changes.

The role is also responsible for administration and support of purchasing and inventory for all equipment, resources and consumables for Knox delivered early years services.

What you will need to thrive

- Demonstrated experience in supporting users with issues and queries across various Early Years (kindergarten, long day care, preschool field officer) systems.
- Proven ability to create User Manuals and Training Documentation as well as facilitate system training for users.
- The ability to troubleshoot, document and communicate issues and translate between business needs and development specifications.
- Experience in purchasing and inventory systems.
- Demonstrated ability in developing and maintaining working relationships with a range of stakeholders.
- Excellent written and verbal communication skills with attention to detail.
- Excellent time management or organisaton skills with the ability to prioritise effectively and work to deadlines.

What success looks like

1. Act as the first point of contact and key administrator for troubleshooting system-related matters for internal users and external users of systems specifically related to the Early Years Department and report on status and trends.
2. Provide support for the planning, implementation and testing of systems including enhancements and fixes in collaboration with IT department.
3. Identify process improvement opportunities, for both Early Years Department software systems as well as external data and reporting portals used due to funding and service agreements and support Early Years teams to redesign workflow and practice in conjunction with relevant stakeholders, to ensure that system directions are aligned with linked legislative and policy requirements.
4. Promote and maintain professional, efficient and responsive customer service to all internal and external customers ensuring a high standard of service.
5. Facilitate and coordinate training for all new staff in the department on relevant systems and support all system users to develop effective workflow and practices in the use of Early Years systems.
6. Develop and maintain documented procedures relevant to administration tasks in line with policies, procedures and

guidelines.

7. Oversee and manage the security and emergency management systems in collaboration with the facilities department for all early years facilities.
8. Coordinate regularly scheduled and ad-hoc ordering of equipment, materials and consumables for Council’s Early Years services as required including the administration of Council’s procurement system and keeping inventory systems up to date.
9. 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.
10. 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)

- Relevant experience in ICT and business administration
- Experience in Early Years services systems (kindergarten and/or long day care) highly advantageous
- Qualification in Training and Assessment highly regarded.

Key competencies

Tech Savvy	Cultivates Innovation	Communicates Effectively	Customer Focus
Nimble Learning	Action Orientated	Builds Networks	Resourcefulness

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 Department Leadership and staff • Other departments in Knox, including IT, Finance 	<ul style="list-style-type: none"> • Software providers • Government Departments and Statutory Authorities • Early Years Providers

Accountability and extent of authority

- Provide timely information on Early Years Department practices and processes, that may impact on policy development.
- Provide input into policies and procedures regarding business processes which relate to Early Years systems.
- In line with the standard operating processes, recommend approvals on routine system fixes or upgrade test and implementation plans on behalf of the Early Years Department.
- Ensure that timely, high quality and accurate information is provided to all customers within set timeframes.
- All reporting and communication activities to follow the established processes and protocols of Council.

Judgement & Decision Making

- Responsible for the day-to-day administration of areas of responsibility, subject to supervision and works within clear parameters as discussed and agreed to by Management and as directed through policies and procedures.
- Use initiative and successfully prioritise tasks to achieve required outcomes.
- Understand the environment, context and underlying principles in the use of Early Years systems and the requirement to use judgement and interpretation about changes to workflow and practices.
- Use personal initiative, creativity and innovation to solve problems.
- Work collaboratively with others to problem solve and innovate.
- Guidance and advice is usually available, within the time required to make a choice

Specialist Skills and Knowledge

- Thorough understanding, planning and monitoring of the use of technology in the Early Years sector.
- Technical and functional understanding of the relationship between software systems and service provision.
- Monitor and respond to requests for assistance using our IT Service Management System (Cherwell).
- Well-developed skills in the use of Microsoft suite of products and the use of databases
- Demonstrated understanding of problem identification, business process mapping and continuous improvement approaches
- Well-developed skills in problem solving, including occasionally complex problems and the recommendations of alternate courses of action.
- Improve the effectiveness and efficiency of existing processes and recognise and support change where needed

Management skills

- Liaise with key stakeholders and create and maintain relationships in order to achieve outcomes.
- Manage time, set priorities, plan and organise own work so as to achieve specific objectives for self and, in appropriate circumstances, that of other staff, in an efficient way within set timeframes.
- Understand and apply standards, practices, policies and procedures relating to the use of computerised information systems within the business environment.

Interpersonal Skills

- Interpret and understand user requirements and needs.
- Communicate openly in a clear and informative manner appropriate to the audience and situation (including in writing if required).
- Provide support and guidance to the organisation and Council in area of expertise.
- Work effectively within a small team and gain the cooperation and assistance of others when required.
- Establish and maintain effective relationships with internal and external contacts, as required.
- Represent Knox City Council in a professional manner when dealing with the community (i.e. be courteous, responsive,

reliable, listen carefully and present a professional image).

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	Working with Children Check
Reference Check	AU Entitlement to Work	
Qualification Verification	Current Victorian Drivers Licence	

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.