

Admin/Compliance Support

Responsible for maintaining the tasks set out in this document. Undertaking office administrative duties with competence and professionalism. The Admin/Compliance Support is responsible for maintaining positive relationships and inclusive practices with families, children and staff, ensuring compliance with service policies and procedures, Work Safe, National Regulations and Standard.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

Buttercups Childcare & Early Learning Centre	
POSITION	Admin/Compliance Support
SUPERVISOR	Centre Manager/ Nominated Supervisor
DIRECT REPORTS	Educators

<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Certificate in Clerical & Administrative (Optional) • Degree in Early Childhood from a recognised University (as listed on the approved qualification list by ACECQA), <i>or</i>: • Diploma of Early Childhood Education and Care (or equivalent) or • Certificate III in Early Childhood Education and Care (or equivalent) • Current <i>Provide an Emergency First Aid response in an Education and Care Setting</i> qualification • Current ACECQA approved Anaphylaxis and emergency asthma management training • Valid Working with Children Check • Accredited Child Protection Training
<p>ESSENTIAL EXPERIENCE</p>	<ul style="list-style-type: none"> • Minimum 2 years' experience in an Office Administrator position within a childcare or community care setting desirable • Demonstrated knowledge of the Family Assistance Law and Child Care Subsidy (CCS) desirable • Demonstrated knowledge of service's requirements of the Child Care Subsidy System and ability to perform software application for compliance desirable
<p>UP TO DATE KNOWLEDGE AND COMPLIANCE OF THE FOLLOWING LAW-REGULATIONS-ACTS</p>	<ul style="list-style-type: none"> • Service Policies and Procedures • Education and Care Services National Law (2010) • Education and Care Services National Regulation (2011) • National Quality Standard (NQS) • ECA Code of Ethics • Work Health and Safety Act 2009 • Commonwealth Privacy Act 1988 and the Australian Privacy Principles (APPs) (2014) • Fair Work Act • Family Assistance Law (2018) • Other relevant state and federal legislation and regulations as required

POSITION OBJECTIVES

- Provide administrative duties to assist with the smooth running of the service in line with relevant regulations, policies and procedures under the direction of the Director/ Nominated Supervisor
- Build and maintain positive relationships with children, families, educators, staff and management to deliver best outcomes for families and children
- Provide support to the Director/ Nominated Supervisor with regards to areas including enrolments, finance, Family Assistance Law compliance and CCS.
- to assist with education and care roles in the rooms if requested

ROLE DIMENSIONS- KEY PERFORMANCE AREA

QUALITY AREA 1: EDUCATIONAL PROGRAM AND PRACTICE

1.1	Program	The educational program enhances each child's learning and development.
1.2	Practice	Educators facilitate and extend each child's learning and development.
1.3	Assessment and planning	Educators and co-ordinators take a planned and reflective approach to implementing the program for each child.

Educational Program & Practice Key Tasks:

- be proactive in ensuring currency in best early childhood practice
- provide administrative support to assist the running of the Educational Program where applicable
- contribute to the Quality Improvement Plan for the Service.

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

2.1	Health	Each child's health and physical activity is supported and promoted.
-----	--------	--

2.2	Safety	Each child is protected.
-----	--------	--------------------------

Children’s Health and Safety Key Tasks:

- promote child wellbeing and prevent harm to children and young people by adopting and adhering to the National Principles of Child Safe Organisations
- ensure compliance as a mandated reporter in accordance with the service Child Protection policy and procedures
- assist the Director/ Nominated Supervisor to comply with child protection in the workplace
- inform the Director/ Nominated Supervisor of all allegations or convictions of a child protection nature against an employee, of which you become aware
- recognise and report misconduct, illegal or inappropriate behaviour to the General Manager/ Approved Provider
- maintain and demonstrate knowledge of Workplace Health and Safety (WHS) legislation and safety issues relating to children and educators, staff and visitors
- ensure a high standard of hygiene in compliance with procedures and policies
- assist with the reporting of serious incidents to the regulatory authority within 24 hours in line with Education and Care National Regulations.

QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1	Design	The design of the facilities is appropriate for the operation of a service.
3.2	Use	The service environment is inclusive, promotes competence and supports exploration and play-based learning.

Physical Environment Key Tasks:

- report any repairs and maintenance required to the Director/ Nominated Supervisor
- ensure effective processes are followed to meet WHS requirements
- maintain the aesthetics of the environment and ensure all resources and equipment are respected and maintained at the service

- report any situation that may constitute a hazard to health and safety to children, families, educators, staff or visitors to the Director/ Nominated Supervisor
- ensure correct manual handling techniques and procedures are followed and assist by identifying manual handling hazards and risks within the service.

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing Arrangements	Staffing arrangements enhance children's learning and development.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.

Staffing Arrangements Key Tasks:

- have a working knowledge of the National Quality Framework and meet these guidelines in their work practices
- ensure compliance in regard to policies and procedures relating to the operation of the Service
- always act within the guidelines set out in the Code of Ethics (Early Childhood Australia Inc.)
- ensure administration tasks are completed to meet the needs of the service in accordance with the National Regulations and National Quality Framework
- contribute positively and effectively to the team environment, within the centre to ensure smooth operation of the service
- promote a healthy team environment and develop positive channels of communication
- participate in ongoing professional development and training programs
- implement the *Grievance Policy* and procedures in relation to complaints or incidents
- ensure any grievances raised by educators or families are reported to the Director/ Nominated Supervisor
- keep up to date with current trends and issues in Early Childhood and support research-based practices within the service; and
- attend meetings as required.

QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN

5.1	Relationships between educators and Children	Respectful and equitable relationships are maintained with each child.
5.2	Relationships between children	Each child is supported to build and maintain sensitive and responsive relationships.

Relationships with Children Key Tasks:

- view and respect children as competent and capable
- promote positive, comforting and nurturing relationships with children
- act as a positive role model, demonstrating appropriate behaviour and language; and
- communicate with children in an open, honest manner and ensure that the child's perspective is regarded as unique and special
- ensure children are respected and their rights are being met (United Nations Convention on the Rights of the Child -CRC).

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

Collaborative Partnerships with Families and Communities Key Tasks:

- promote clear communication between the management team and educators and families
- be courteous and helpful to the families in the service in a sensitive and respectful manner

- assist the Director/ Nominated Supervisor to look for opportunities within each service where a family may become involved e.g., Multi-cultural events, craft activities, fund-raising and parent committees
- provide administration support to manage information which assists families to access resources within the local and wider community
- be an advocate for high quality support services for children in our community
- provide administrative assistance to positively promote and oversee evaluation strategies (e.g., satisfaction survey) to determine parents communication views to use for future planning.

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

Leadership and Service Management Key Tasks:

- comply with, maintain and review all service policies and procedures in accordance with the Education and Care Services National Law and National Regulations
- maintain a sound and current understanding of the National Quality Framework (NQF) and Family Assistance Law
- maintain compliance with the regulations as prescribed by the regulatory authority along with all legal and statutory requirements
- may be required to complete daily administrative tasks relating to financial areas including:
 - timely payment and records of account payables
 - receipt of parent payments
 - sending invoice and statement information to families
 - reconciliation of payments and transactions
 - documentation of financial reports and records as requested
- may be required to complete daily administrative tasks relating to CCS funding requirements including
 - submission of CWAs and attendances

- ensuring compliance of CCS requirements as per the Child Care Provider Handbook
 - reconciliation of CCS payments
 - keeping of records as per CCS requirements
- Complete daily administrative tasks to assist in the smooth running of the service
 - responding to emails
 - answering phones and providing assistance where necessary
 - assist with documentation and record keeping as per National Quality Standards
 - assist with recruitment, induction and orientation documentation as required
 - filing all correspondence of the Service
 - set up and maintain a comprehensive filing system including archival and storage inventories if required
 - record minutes of meetings
 - ability to prepare, distribute correspondence, reports memos, newsletters and notices.
 - quality improvement progress (QIP) and educators feedback reports and updates
- strive to achieve 'Service' goals (as outlined in Policy Manual) and ensure the service's *statement of philosophy* is reflected in daily practice
- provide regular reports and documents to the Director/ Nominated Supervisor regarding operation of the service as requested
- ensure that the Director/ Nominated Supervisor is informed of current issues within the service
- report directly to the Director/ Nominated Supervisor of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance or the smooth running of the service
- develop and maintain procedures relating to administrative functions of the service, including development of routines and procedures are followed
- maintain confidentiality of sensitive information in relation to educators, staff, families, children and the service in line with the *Privacy and Confidentiality Policy* and procedures,
- comply with the Privacy and Confidentiality Policy and procedures; and
- any other duties within the scope of the role of Office Administrator, under the direction of the Director/ Nominated Supervisor. This job description may be

reviewed in the future.

I have received, reviewed and understand the responsibilities as the OFFICE ADMINISTRATOR.

I also acknowledge that I am responsible for the satisfactory execution of these responsibilities and will adhere to all requirements as set out in the Job Description.

Employee Name		Date	
Employee Signature			

Supervisor Name		Date	
Supervisor Signature			