**OFFICE ADMINISTRATION JOB DESCRIPTION**

NATIONAL QUALITY STANDARD (NQS)

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|  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. |

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| JOB TITLE: | Office Administrator |
| JOB TYPE: | Type of employment – (Full time, Part time, Casual) |
| LOCATION: | 117 Ellsworth Drive Tregear NSW 2770 |
| SUPERVISOR: | Director |
| START DATE: |  |

THE ADMINISTRATION OFFICER IS RESPONSIBLE FOR:

Undertaking general office administrative duties with competence and professionalism. The Office Administrator aims to maintain positive relationships and inclusive practices with families, children and staff, ensuring compliance with service policies and procedures, National Regulations and Standard.

MAIN DUTIES / RESPONSIBILITIES

To ensure administration of Children’s Services is efficient and effective, providing a high quality customer service for children and families, the Office Administrator is responsible for:

GENERAL RESPONSIBILITIES

* Strong communication and interpersonal skills, verbal and written
* Communicating effectively with people at all levels both internal and external of the service
* Ensuring all liaison with families and children is sensitively handled and respected
* Ensuring relevant records are maintained accurately and up to date
* Typing meeting minutes
* Petty cash reconciliation
* Experience with EFTPOS operation and online banking transactions
* Operation and maintenance of financial accounting
* Ability to prepare and distribute correspondence, reports, memos, newsletters and notes
* Knowledge of Work Health and Safety (WHS)
* File all correspondence from the service
* Set up and maintain a comprehensive filing system including archival and storage inventories

ADMINISTRATIVE RESPONSIBILITES

* Competent administrative skills to process invoicing and billing requirements within predetermined timeframes
* Highly developed telephone skills and duties including professional, timely and accurate provision of information
* Ability to perform reception duties supporting management
* Provision of administrative support to ensure compliance
* Demonstrate a clear understanding about government benefits
* Accurately and promptly process new enrolments, keeping up to date with utilisation and vacancies of the service
* Maintain record keeping and filing systems
* Ensure a clear understanding and compliance of child protection protocols and procedures
* Commit to continuous improvement of the service by providing suggestions of improvements
* Conduct tours of the service for potential new children and families

STAFF TEAM

* Work effectively and proactively within a team environment
* Equally sharing housekeeping duties
* Ensuring all resources and equipment are respected and maintained at the service

OCCUPATIONAL HEALTH AND SAFETY

* Maintaining a clean and safe work environment complying with all service policies and procedures
* Reporting workplace accidents and hazards to management
* Adhere to correct manual handling techniques

SKILLS & EXPERIENCE

* Demonstrated proficiency in Word Processing, Data Entry, and Excel
* Experience with [input children’s service system, HubWorks, StoryPark etc.]
* Comprehensive time management and organisational skills
* Ability to plan and organise work in accordance with priorities
* Ability to meet deadline requirements
* Highly developed clerical and administrative skills

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| 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 |  |

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| SUPERVISOR NAME |  | DATE |  |
| SUPERVISOR SIGNATURE |  |

RELEVANT STANDARDS AND ELEMENTS

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |

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| 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. |