



## Centre Administrator

Reports to: Centre Director  
Service/Team: Children's Education and Care Centres  
Date: July 2024

### SDN Purpose and Values

SDN Children's Services (SDN) is a for-purpose, not for profit organisation that started in 1905. We're here to promote and enhance children's wellbeing, learning and development and we do that for children from birth to their transition to high school through early learning services, children's therapies and family support programs. We believe that every person and every living thing has inherent worth and is owed respect and care. We commit ourselves to being trustworthy and reliable, inclusive and respectful and creative and innovative.

SDN formally acknowledges the unique position of Aboriginal and Torres Strait Islander peoples as the First Australians and custodians of the land.

### Purpose of Service/Team

SDN's Children's Education and Care Centres are dedicated to providing high-quality and inclusive education and care services to enhance the wellbeing of children, their families and communities. All children in the centres benefit from creative, child-focused curriculum developed by our early childhood educators and teachers.

### Primary Objective

To provide effective, inclusive and respectful customer service and to provide efficient, accurate and timely administration and support to a range of internal and external stakeholders

### Key Accountabilities

#### Service Delivery

- Provide accurate and timely information and customer service in a professional manner
- Develop positive relationships with staff, children, families and other stakeholders
- Responsible for a variety of processes including but not limited to, email management, processing direct debit fee charges in SDN's Childcare Management System , issuing statements and invoices, banking and



iPOS, petty cash, data entry, managing SDNs Childcare Management System processes, reporting, processing funding applications, and recording and maintaining enrolment records

- Provide administrative support to a range of internal and external stakeholders, including filing, updating records, ordering resources, food and consumables supplies, archiving records, answering phone calls, IT support
- Develop, maintain, review and evaluate administrative systems and procedures and suggest recommendations for improvements
- Manage relevant databases and maintain up to date records of children, families and staff
- Assist the Centre Director with the administration tasks including but not limited community posts on StoryPark, Proof reading child observations, newsletters & publications
- Working collaboratively with the Family Enquiry Team (FET) following the Enquiry to Enrolment process to ensure a smooth on boarding experience for new families
- Working with the Centre Director and FET to enrol new families including waitlist maintenance, making verbal offers, conducting centre tours, providing up to date on boarding material and maintaining a high level of utilisation
- Support and provide centre staff with relevant documentation (when requested) for example checklists and photographs
- Maintain and ensure confidentiality at all times when exchanging information with families and staff
- Perform any other duties as requested by your manager consistent with the position.

### Working Relationships

- Model good working relationship behaviours
- Understand and comply with SDN policy on good working relationships
- Zero tolerance for discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours
- Report incidents of discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours

### Child Safety

- Demonstrated awareness of and commitment to maintaining a child safe organisational culture
- Accept and maintain responsibility for the ongoing safety and wellbeing of children and vulnerable people
- Identify and respond to all child safety and wellbeing risks and concerns according to SDN's policies and procedures
- Adhere to SDN's Child Safe Organisation Code of Conduct.

### Work, Health and Safety

- Responsible for personal health and safety
- Complies with SDN requirements in relation to WHS & Injury Management activities and responsibilities
- Identifies and reports WHS problems, where evident, in processes or systems
- Reports accident/incident information promptly to RTW/WHS Consultant.

### Selection Criteria

- Previous administrative experience, desirably in a child care or community setting
- Current Working with Children's Check (NSW) or Working with Vulnerable People Card (ACT)

- Knowledge of the Child Care Subsidy (CCS) and processes to assist families with payment of fees (desirable)
- Demonstrated administration, organisational and time management skills
- Ability to handle multiple tasks in an accurate and timely manner
- Demonstrated numeracy, accuracy and attention to detail
- Well-developed computer skills, XAP Childcare Management System experience (desirable) and accounting/finance system knowledge
- Excellent written and oral communication skills
- Effective relationship building and interpersonal skills with a customer orientated focus

## Competencies

### Level 1

#### Championing SDN

- Awareness of SDN's strategic plan including the purpose, vision, values and goals for their area and how their work fits with them

#### Developing self and accepting & giving feedback

- Shows initiative to develop and to continuously improve
- Asking for feedback when unclear and receptive to feedback given to them, responding positively and constructively

#### Communicating, influencing & empowering others

- Uses a professional tone which is open, responsive and flexible and is appropriate to the audience
- Provides a clear rationale behind an idea or suggestion and communicates in a structured logical order which is easy to understand
- Encourages others to perform at their best

#### Relationship management

- Actively builds rapport, works collaboratively and willingly supports others

#### Innovating, adapting to and managing change

- Open to and implements new ideas and ways of working with support where needed
- Takes advantage of opportunities to positively affect change.

## Outputs

- No debtors without payment plans in place at the end of the financial year (this does not include agency payees)
- No outstanding invoices, all invoices logged on time, and petty cash reconciled monthly
- Update enrolment records and children records including document management and archiving as instructed by the Centre Director
- Respond to all queries (phone, email and SET) accurately and in a professional manner within 48 hours
- Courteous and professional relationships upheld with children, families and staff at all times
- Actively contribute to team meetings in a respectful manner and provide timely feedback to colleagues and Centre Director
- Monthly reports are updated in a timely manner
- Adheres to legislation and SDN policies and procedures as a mandatory reporter and all possible reportable conducts are reported to the SDN Reporter Line immediately

- All incidents, near misses and hazards are reported immediately to the Responsible Person in Day-to-Day charge and participate in WHS inspections, risk assessments and emergency drills

Acknowledgment

Employee Name (please print)	Signature of Employee	Date signed
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Manager Name (please print)	Signature of Manager	Date signed
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