



Position Details

Position title:	Administration Support Officer
Award Classification:	Band 5
Department:	Family, Youth and Children
Division:	Community Wellbeing
Date Approved:	October 2026
Approved By:	Manager Family Youth and Children

Organisational Relationships:

Reports To:	Coordinator Early Years Partnerships
Supervises:	N/A
Internal Stakeholders:	Council Employees
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors, community childcare centre management and staff.

Position Objectives

- Deliver a high standard of business and administrative support to Family, Youth and Children teams, including project and program support.
- Deliver exceptional customer service to teams and clients, ensuring confidentiality and security of personal information.

Key Responsibilities and Duties

- Deliver administrative tasks for programs including but not limited to:
 - Early Education Grant and pre-purchased kindergarten places, including customer service to participating childcare services, administration of grant contracts and payments, and data collection and analysis.

- Children's Services Funding Agreements with community-managed early education and care services, including the quarterly cycle of data collection, approvals, payments and invoicing.
- Administrative support to the Children's Services Waitlist program and leave coverage for the Children's Services Waitlist Registration Officer as required.
- Deliver exceptional, timely, accurate and confidential customer service to clients and staff, redirecting or seeking input from others as appropriate.
- Collect, accurately enter and process client, purchasing, contract and invoice information in data management systems.
- Support staff to learn, understand and comply with Council policies, procedures and software systems.

Accountability and Extent of Authority

- Under general supervision, undertake a range of duties within broad objectives and guidelines and contribute to continuous improvement initiatives.
- Accountable for the security of all information.
- Accountable for the management of day-to-day workload and meeting deadlines.
- Maintain and develop advanced knowledge of software applications and financial systems.
- The role completes a variety of program finance activities, however is not responsible for procurement administrative tasks on behalf of others.

Judgement and Decision Making

- Solve problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice is available within the time required to make a decision.

Specialist Skills and Knowledge

- High-level skills and knowledge of Microsoft Office suite applications, particularly Excel, Outlook, Teams, Word and PowerPoint.
- Knowledge of electronic document management systems, data management, financial systems and customer request systems.
- Skilled in business and office practices and procedures.
- Ability to learn and adapt to unfamiliar software packages.
- Understanding of the role and function of the teams and programs being supported.
- Highly developed customer service skills, including the ability to manage enquiries, investigate issues and provide timely resolutions across multiple channels.



Management Skills

- Excellent organisational skills, with the ability to work unsupervised and manage time and work priorities.
- Ability to work effectively under pressure and manage multiple issues and enquiries.
- Capacity to identify needs and to assist other employees by providing advice, guidance and training.
- Ability to escalate issues appropriately to department leadership.

Interpersonal Skills

- High level written and verbal communication including the ability to write business reports and external correspondence.
- Ability to gain cooperation and assistance from clients, members of the public and other employees to facilitate high quality service delivery and continuous improvement.
- Ability to maintain confidentiality and handle private information appropriately.

Qualifications and Experience

- Degree or diploma in a business discipline or lesser qualification with work skills and relevant experience.
- Experience in business, office administration, and/or customer service.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.



Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Degree or diploma in a business discipline or lesser qualifications with work skills and relevant business, office administration, and/or customer service experience.
- Experience managing a range of responsibilities across staff and client customer service and business administration, preferably in a local government context.
- High level interpersonal and communication skills to provide exceptional customer service to internal and external customers, including ability to maintain confidentiality and respond to challenges professionally.
- Ability use initiative to solve problems and issues arising that may involve some complexity within established policies and procedures.
- Ability to work unsupervised and manage time and work priorities with the ability to adapt quickly to new roles and systems.
- High level skills and knowledge in the use of Microsoft Office software applications, particularly Outlook, Teams, Excel, Word and PowerPoint, electronic document management systems, data management, financial systems and customer request systems.



Position Description

PD Administration Support Officer Oct 2026

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First