

## Position Description – Business Support – Kindy Cove

|                                               |                                                                 |
|-----------------------------------------------|-----------------------------------------------------------------|
| <b>Position Number:</b>                       | 1820A                                                           |
| <b>Directorate:</b>                           | Services                                                        |
| <b>Business Unit:</b>                         | Early Childhood Education and Care                              |
| <b>Hours Per Week:</b>                        | 28                                                              |
| <b>Award:</b>                                 | Local Government (State) Award                                  |
| <b>Grade (SAS):</b>                           | 10                                                              |
| <b>Location:</b>                              | Kindy Cove Early Education and Care Centre                      |
| <b>Position Reports to:</b>                   | Director - Kindy Cove Early Childhood Education and Care Centre |
| <b>Positions Reporting Direct to this One</b> | Nil                                                             |

### Our Values



#### Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



#### Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



#### Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



#### Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



#### Equity

We deal equally and honestly with customers and each other

### Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

To provide data entry and administrative assistance to Kindy Cove Child Care Centre.

***This is a child related employment position in accordance with the Child Protection (Working with Children) Regulation 2013. It is an offence for a prohibited person to apply for or occupy this position.***

---

## Principal Accountabilities

- Efficient and timely processing of fees, receipts and enrolments, including data entry and data lodgment through the Child Care Management System (CCMS).
- Maintain the waitlist database.
- Provide efficient and courteous assistance to Council's customers, in person and by telephone, and liaise with other divisions of Council as required.
- Record keeping, filing, and typing of policies, procedures, letters, memos and email correspondence.
- Online requisitioning and preparation of accounts for payment.
- Provide back-up clerical support for others within Kindy Cove.
- Perform other duties as required.

---

## Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.
- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

---

## Selection Criteria

### Essential

#### Skills/Experience

- Demonstrated experience in an administrative role.
- Strong PC skills including Microsoft Word and Excel.
- Excellent customer service skills.
- Strong time management skills.
- An ability to use initiative when problem solving.

- 18 years + ( as required by Education and Care Services National Regulations 2011).
- A current Police Check clearance.
- A current 'Paid Worker – Working with Children Check' clearance, obtained from the NSW Commission for Children and Young People.
- Higher School Certificate or equivalent.
- Advanced communication skills.
- Ability to meet deadlines and work under pressure.
- Ability to work independently.

### **Desirable**

- Certificate III in Early Childhood Education and Care or equivalent qualification
- TAFE Certificate in Administration or equivalent.
- Knowledge of and experience in Local Government procedures.
- Knowledge of long day care administration and Child Care Management Systems.
- Typing speed of 50 words per minute.
- Experience in the use of electronic filing and requisitioning systems.

### **Other**

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

## **Signature**

Position Holder: \_\_\_\_\_ Date: \_\_\_\_\_

## **Reviewed and Finalised**

**Date: July 2026**