



# position description

POSITION TITLE	Kindergarten Enrolment and Administration Officer
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2024 to 2027 Band 4
DIRECTORATE	Community and Partnerships
BUSINESS UNIT	Child and Family Services
REPORTS TO	Team Leader Kindergarten
SUPERVISES	Nil
EMPLOYMENT STATUS	
DATE	
EMPLOYEE NAME	

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a vibrant, well-planned city where people, nature and opportunity thrive through connection, resilience and leadership. This vision will support us to realise our mission ‘to deliver essential services and infrastructure through responsible financial management, ensuring value for the community and long-term sustainability.

## POSITION OBJECTIVES

The Kindergarten Enrolment and Administration Officer will assist with delivery of kindergarten services through professional, accurate and customer focused service, as well as effective and efficient administrative support. This includes central enrolment processing and progression for kindergarten applications, family communication, fee administration support, ordering and maintaining of stock levels, and service compliance record keeping for staff and families.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Administer the enrolment system and all associated process and procedures to ensure the effective and efficient registration, initial allocation and enrolment of children into kindergarten services in accordance

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

with council policy and the ARRIVAL System – or subsequent systems and requirements;

- Provide accurate, courteous and timely responses to family enquiries, prepare communication and information materials for distribution to families, and escalate complex matters;
- Maintain accurate, up to date and secure records, prepare documentation packs, and work within the privacy and confidentiality requirements of the governing agencies;
- Participate and minutes meetings, liaise with internal teams, and assist with community/family information sessions;
- Provide reports for Team Leader Kindergarten and Manager Child and Family Services as requested;
- Keep track of stock levels required at Kindergartens and make timely purchases as required under the supervision of Team Leader Kindergarten;
- Complete tasks as requested that reasonably sit within the skills and the requirements of the administrative expectations of the role.

## CAPABILITIES AND BEHAVIOURS

Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

## JUDGEMENT AND DECISION-MAKING SKILLS

- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to use judgement to make decisions on the selection of the best method, technology, process or equipment from a range of available alternatives to meet the objectives of the work and resolve problems of a moderately complex or technical nature that may not have been faced previously, requiring creativity and originality.

## SPECIALIST KNOWLEDGE AND SKILLS

- Maintains accurate records using Council's and Department of Education data management systems.
- Strong understanding of relevant policies, regulations, partnering services and the role of the kindergarten service within the community and organisation.
- Sound knowledge of issues impacting young children and families, with the ability to balance parental needs along with Department of Education and Council objectives.
- Flexible and adaptable approach to changing customer and organisational requirements.
- Excellent administration and customer service skills, including conflict resolution, stakeholder management, confidentiality requirements and the handling of sensitive matters.
- Proficient in record keeping and effective use of Council's document management systems.

## MANAGEMENT SKILLS

- Effectively manages time, prioritises workload, and meets deadlines.
- Follows supervisory direction and seeks support when required.
- Upholds ethical standards, reports misconduct and considers risk in decision-making.
- Adheres to OHS procedures, maintains personal hygiene, and complies with uniform and PPE requirements.

## INTERPERSONAL SKILLS

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- Collaborates effectively within a team, kindergarten partners and stakeholders, ensuring confidentiality is maintained.
- Communicates clearly with internal and external stakeholders.
- Documents work accurately and professionally.
- Demonstrates advanced verbal and written communication skills to resolve issues and prepare routine correspondence.
- Builds cooperative relationships to support service delivery.

## INFORMATION TECHNOLOGY SKILLS

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- Demonstrates proficiency in digital technologies and quickly adapts to new software and communication tools relevant to the role to support business and operational objectives.

## CUSTOMER SERVICE SKILLS

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- Provides professional, ethical, and courteous service.
- Actively listens and responds to customer needs with respect and clarity.
- Meets commitments, keeps customers informed, and ensures mutual understanding.
- Acknowledges and rectifies errors.
- Supports equitable access to services for customers with disabilities.

## EMERGENCY MANAGEMENT DUTIES

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As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

## QUALIFICATIONS AND EXPERIENCE

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- Experience in administration tasks and requirements relating to the kindergarten services;
- Proficient in using email, internet platforms, Microsoft Office applications, including Word and Excel, social media, and web-based systems.
- Awareness of Child Safe Standards and ability to follow strict policies.

## LICENCES AND MANDATORY REQUIREMENTS

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- A current driver's licence and evidence of eligibility to work in Australia must be provided prior to commencement.
- National Police Check (required, to be supplied by the employee or prospective employee prior to commencement)
- Victorian Working with Children Check (required, to be supplied by the employee or prospective employee prior to commencement, and renewed as required)

## EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

## INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

## COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.
- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

## KEY SELECTION CRITERIA

1. Demonstrated experience in high-volume administration and accurate data entry
2. Ability to communicate with a diverse range of families and stakeholders and draft clear written materials
3. Demonstrated computer proficiency and the ability to adapt to a wide range of computerised systems.
4. Demonstrated sound judgement and decision-making skills, applying criteria fairly and managing waitlists and competing demands

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.			

## Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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**Future Focus**

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>
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**People Development**

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>
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**Manage Health and Wellbeing**

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>
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**Safety and Risk Management**

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>
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ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Customer care and general duties	Face to face or phone interaction with customers and other office based operations	<ul style="list-style-type: none"> <li>• Liaison with the general public</li> <li>• Liaison with staff of all levels</li> <li>• Computer use</li> <li>• Phone use</li> <li>• Use of multiple computer systems</li> <li>• Data entry</li> <li>• Money handling</li> <li>• Record maintenance (online and paper based)</li> <li>• Delivery acceptance</li> <li>• Attendance at meetings</li> <li>• Providing input to policy and processes</li> <li>• Dealing with difficult behaviours</li> </ul>	Sitting				X
			Standing			X	
			Walking			X	
			Lifting < 10kgs	X			
			Carrying	X			
			Pushing	X			
			Pulling	X			
			Climbing	X			
			Bending			X	
			Twisting			X	
			Squatting		X		
			Kneeling	X			
			Reaching			X	
			Fine motor				X
			Neck postures				X
			Accepting instructions				X
			Providing instructions				X
			Sustained concentration				X
			Major decision making			X	
			Intermediate problem solving				X
			Supervision of others				
			Interaction with others				X
			Exposure to confrontation			X	
Respond to change				X			
Prioritisation				X			