



position description

POSITION TITLE	Kindergarten Operations Coordinator
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 6
DIRECTORATE	Corporate & Community
BUSINESS UNIT	Child and Family Services
REPORTS TO	Team Leader Kindergarten
SUPERVISES	Early Years Coordinator; Early Years Administration Officer
EMPLOYMENT STATUS	Temporary Part Time
DATE	
EMPLOYEE NAME	

ORGANISATIONAL CONTEXT

Wodonga Council's vision for the city is to be seen as a 'progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship'. This vision will support us to realise our mission 'to strengthen the community in all that we do'.

POSITION OBJECTIVES

The Kindergarten Operations Coordinator is responsible for the effective development, maintenance and facilitation of operational processes and procedures to support the wider Kindergarten team, including reviewing, updating and supporting the implementation of procedural guidelines and handbooks, and providing support to the Manager Child and Family Services and Team Leader Kindergarten in undertaking workforce and resource planning and allocation. Other tasks such as conducting research to support identifying options and best practice processes as required.

The Kindergarten Operations Coordinator is a limited tenure role to provide staffing support the Early Years service during staff absences, enabling continued preparation for the expansion of the scope of the service and the introduction of universal three year old kindergarten.

ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

The position is accountable for:

- Reviewing, updating and supporting the implementation of the Kindergarten Procedural Guidelines. This includes consulting with Educational Leaders and other stakeholders, review of practices and policy drafting to produce updated workable procedural guidelines for use by the Kindergarten staff.
- Reviewing, updating and supporting the implementation of the Kindergarten Handbook. This includes consulting with Educational Leaders and other stakeholders, review of practices and policy drafting to produce an updated handbook for use by the Kindergarten staff.
- Supporting the Manager Child and Family Services and the Team Leader Kindergarten in conducting workforce and resource planning and allocation for 2025 and beyond.
- Supporting the Manager Child and Family Services and the Team Leader Kindergarten in preparation for and conduct of the recruitment, onboarding and induction of new staff as required.
- Being a contact point for staff issues, and supporting the early intervention to address staff issues or concerns, and escalating more serious cases to the Manager Child and Family Services or Team Leader Kindergarten as appropriate.
- Performing administrative tasks such as processing staff leave, timesheets or financial processes as required.
- Supporting the health and wellbeing of staff including enquiry into workplace incidents and supporting the implementation of corrective actions, and assisting with the development of alternate duties to support staff continuing work.
- Conducting research of peer level local government services to inform best practice as required.
- Conducting other tasks as directed by Manager Child and Family Services or Team Leader Kindergarten as required.

COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust	Talk straight – Say what you mean and mean what you say
	Create transparency – Do not withhold information unnecessarily or inappropriately
	Right wrongs
	Practice accountability – Take responsibility for results without excuses
	Extend trust – Show a willingness to trust others, even when it involves a measure of risk
Respect	Treat other people with courtesy, politeness and kindness, no matter what their position or opinion
	Listen first – Seek to understand others before trying to diagnose, influence or prescribe

Integrity	Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values
	Keep confidences
	Do what you say you will do to the best of your ability
	Be open about mistakes
	Speak of those that are absent only in a positive way

Learning	Work together and learn from each other
	Continuously improve and innovate
	Be open to change
	There is a high degree of responsibility for results – delivery without excuses

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.
- Self-organisation and prioritisation of daily and weekly activities.
- Ability to determine appropriate action in relation to internal Early Years requests by either conducting the task, providing basic information or by referring to an appropriate Early Years team member.

SPECIALIST KNOWLEDGE AND SKILLS

- Knowledge of local community services, programs and services relevant to young children and families;
- Knowledge of the issues and needs that affect young children and families;
- The ability to negotiate with staff and supervisors to obtain information required to complete job tasks.
- Demonstrated ability to maintain confidentiality and sensitivity in dealing with staff.
- Ability to review administrative and procedural systems and make relevant recommendations for business improvement.
- The ability to advise the Manager / Team Leader on opportunities for improvement.
- The ability to work as part of a team to ensure the achievement of business unit goals, whilst maintaining personal responsibility for completing allocated tasks;
- Experience in managing budgets and processing related administration
- The ability to manage queries and requests from internal and external clients and advise on operational issues and regulations;
- Experienced in the use of IT systems and processes to foster business unit and workplace objectives

MANAGEMENT SKILLS

- Good time management and the ability to prioritise tasks
- Meet deadlines, as discussed with the supervisor
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviours that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Good time management skills and the ability to prioritise tasks.
- Ability to meet deadlines, as discussed with the manager and team leader.
- Ability to receive directions from a supervisor and seek workload management support when required.

INTERPERSONAL SKILLS

- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).
- Ability to work as part of a high functioning team.
- Ability to maintain strict confidentiality in relation to workplace matters.
- Preparation of correspondence where the data is usually available.
- Good written and verbal communication skills to communicate with other employees and external stakeholders.
- Ability to gain cooperation and assistance from stakeholders (including other employees) in the administration of well-defined activities.
- Belief in the principles of inclusion, access and equity.

INFORMATION TECHNOLOGY SKILLS

Be computer literate with the ability to quickly learn and adopt software programs used by the organization relevant to the position.

CUSTOMER SERVICE SKILLS

Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.

- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

EMERGENCY MANAGEMENT DUTIES

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

- Experience in reviewing, drafting and implementing operational processes and procedures.
- Experience with Early Years or other similar regulated environment is desirable.
- Experience in supporting or conducting workforce and resource planning and allocation for small to medium sized workforces.

LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers Licence
- 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 Coordinator 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 systems reviews, business improvement planning or operational procedures or guidelines review and implementation.
2. Demonstrated experience in workforce planning for a highly regulated environment involving youth. Experience with Early Years is highly desirable.
3. Demonstrated experience in stakeholder engagement including consultancy and debriefing of outcomes.
4. Experience in return to work processes are desirable.

Staff member signature

People and performance framework

CUSTOMER SERVICE AND COMMUNICATION  Understanding and valuing our customer needs to make sure we provide quality customer service.		BUILD AND ENHANCE RELATIONSHIPS  Collaborating and working with our people and community.		PLAN, ORGANISE AND DELIVER  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
FUTURE FOCUS  Identifying ways we can do better and anticipating future opportunities.		PEOPLE DEVELOPMENT  Looking after the personal and professional growth of our people.		MANAGE HEALTH AND WELLBEING  Recognising the importance of staff health and wellbeing.	
SAFETY AND RISK MANAGEMENT  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"> • Is helpful, shows respect, courtesy and fairness with staff and customers • Demonstrates empathy and a willingness to assist • Communicates information clearly • Listens and asks questions to understand customer needs and point of view • Proactively seeks solutions and keeps customers informed of progress • Operates within council procedures and policies • Writes in a way that is logical and easy to follow

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

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

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

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> • Displays council values • Reflects upon own performance • Seeks and acts upon feedback • Sets goals for personal and professional development • Finds ways to learn and improve in the completion of day-to-day tasks • Takes responsibility for own work and meeting job requirements
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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"> • Demonstrates effective time management and prioritising of tasks • Is aware of, controls and expresses their own emotions appropriately • Recognises when support is needed • Accepts responsibility for their own actions and outcomes • Is aware of the importance of self-care • •
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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"> • Remains vigilant in ensuring a safe working environment for self and others • Is aware of risk and takes action to prevent problems • Reports hazards, incidents (including near misses) and compliance concerns in a timely way • Understands the importance of honesty and transparency • Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets • Complies with policies and procedures
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ATTACHMENT 2

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.

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

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Provision of effective and efficient coordination of the	Desk based and customer service duties	<ul style="list-style-type: none"> Liaison with staff of all levels Liaison with working and client groups Coordinate staffing Record and reporting management Fee and funding management Administration, including enrolments and data collection Phone use Photocopier use Use of computers and relevant IT programs / systems Customer service and management of consumer requests Time management Handwriting notes Driving company vehicles Operate within budget and timeframes 	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		
			Complex problem solving		X		
Supervision of others	X						
Interaction with others				X			
Exposure to confrontation		X					
Respond to change			X				

Early Years	relating to the	<ul style="list-style-type: none">• involvement in team planning and objective delivery	Prioritisation			X	
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