



COBURG

Children's Centre

POSITION TITLE:	Assistant Operational Co-ordinator (OCA)
APPOINTED BY:	CCCI Board of Management
ACCOUNTABILITY	Operational and Educational Co-ordinators (OC, EC)
DOCUMENT PREPARED BY:	CCCI Board of Management
DATE:	Nov 2017
REVIEW DATE:	Nov 2018

OUR CENTRE

The Coburg Children's Centre opened in Bell Street Coburg in 1977. Our service is managed by the CCCI Board of Management (the Board) and is a standalone, financially independent legal entity, *"run for families - not for profit"*. Moreland City Council (MCC) own the building which is leased to CCCI.

CCCI is registered for 120 children and provides long day care for infants to school age children including both three and four year old integrated kindergartens and a 4-year-old sessional kindergarten and bush kinder.

CCCI has a long history of education for sustainability, and is working towards accreditation as a *"Resource Smart Accredited Early Childhood Centre"*. As such we place a strong emphasis on all aspects of sustainability and environmental responsibility.

We pride ourselves in providing high quality child care and kindergarten services. Family support, cultural relevance, parent and community participation that embrace all aspects of sustainability are paramount to the ethos of the everyday operations of the CCCI. Sound, collaborative, wise and inclusive leadership and management are central to the Centre's continued success. The OCA will lead and promote CCCI values and culture including:

- ⇒ Wellbeing and positivity
- ⇒ Quality
- ⇒ Mentoring
- ⇒ The creation of a supportive, collegiate and consultative environment
- ⇒ Emotional intelligence
- ⇒ Innovation and lateral thinking
- ⇒ Recognition of individual strengths and creating opportunities to grow
- ⇒ Cultivating a progressive environment
- ⇒ Creating connectedness, community and a sense of ownership for staff, children and families
- ⇒ Sustainability of the service and its business affairs

MANAGEMENT STRUCTURE

The Operational Co-ordinator (OC) is the Primary Nominee and has responsibility for the operational and business functions of the centre. The Educational Co-ordinator (EC) is responsible for the Educational program. The OC and the EC have equal status and both have an assistant. The assistants will be well supported to learn the tasks associated with the following Key Responsibilities and Duties.

THE POSITION OBJECTIVES

The primary objectives of the OCA are to:

1. Embrace and use the collaborative management style of CCCI
2. Learn the operational aspects of managing the Centre
3. Primarily support the OC and step into the OC role as required.
4. Secondly support the EC and the Assistant Educational Co-ordinator (ECA).
5. Assist in developing CCCI, ensuring it remains true to “who we are what we are” ideals.

KEY RESPONSIBILITIES AND DUTIES

The CCCI leadership RASCI Matrix identifies the responsibilities and duties in further detail and underpins the organisational structure endorsed by the Board in 2017.

1. LEADERSHIP AND DECISION MAKING

- ⇒ Model and promote collegiate teamwork
- ⇒ Provide clear, concise, respectful direction and leadership that reflects the CCCI culture.
- ⇒ Make impartial, inclusive decisions that respect other’s area of authority, skills and knowledge.
- ⇒ Undertake the role of OC in the OC’s absence in conjunction with EC.
- ⇒ Consult, support and collaboratively work with the OC, EC, ECA and the Team.

2. RECEPTION AND ADMINISTRATION

- ⇒ Welcome and support children, families, staff and visitors.
- ⇒ Take responsibility as the primary ‘go-to’ person and the face of CCCI at reception and be ready to undertake a range of tasks.
- ⇒ Ensure the front of house reception area is welcoming, organised, secure and supportive.
- ⇒ Ensure the reception and the telephone is appropriately staffed.
- ⇒ Learn the operational workings of the service.
- ⇒ Follow internal systems ensuring they remain robust and keep day-to-day management clear, uncomplicated, reasonable, consistent, fair and effective across the Centre.
- ⇒ Devise, propose, and upon approval implement systematic improvements.
- ⇒ Maximise utilisation with the priority of access policy and waiting list process, maintain the waiting list, ensure enrolments are maintained and vacancies are filled.
- ⇒ Complete organisational tasks to support Board of Management meetings.
- ⇒ Consult with the co-ordinators when making decisions about a child’s medications or to assess and decide whether a child needs to be sent home.

3. FINANCE

- ⇒ Learn the workings of the budget and ensure budgeted outcomes are being met via utilisation, the On Selling Care System, fee collection, grant applications and appropriate management of the Centre's stores and resources.
- ⇒ Inform the OC of known or foreseeable budgetary impacts including under-utilisation, potential bad debts, staffing issues that affect the roster, potential grants or government funding opportunities.
- ⇒ Manage the family accounts and ensure parents are accurately invoiced and comply with government requirements.
- ⇒ Ensure ordered supplies are received, and invoices accurately reflect the services rendered and products received.
- ⇒ Accurately apply and maintain the systems that support the payroll process.
- ⇒ File documentation to support income and expenditure in line with audit requirements.

4. COMPLIANCE AND MANAGEMENT

- ⇒ Follow and comply with government requirements.
- ⇒ Manage mandatory documentation for children, families and staff, ensuring compliance.
- ⇒ Manage and document equipment and building maintenance and repairs.
- ⇒ Maintain the archive system.
- ⇒ Oversee the day-to-day operations of the Centre and manage situations relating to contractors, staff, families and children using appropriate judgement in knowing when and where to 'manage-up' to the OC and or EC.
- ⇒ Communicate to the OC and the EC opportunities and/or issues that may impact the staff, families, children or the Board of Management.
- ⇒ Be aware of the Lease agreement between CCCI and Moreland City Council.
- ⇒ Maintain complete confidentiality internally and externally to the Centre.

5. COMMUNICATION

- ⇒ Develop respectful relationships with staff, families and children, improving connections by being "hands on" when required.
- ⇒ Ensure the CCCI website is kept up to date, is informative, accurate and engaging.
- ⇒ Source and distribute relevant information to staff and families.
- ⇒ Encourage parents to become actively involved within the centre.
- ⇒ Promote the Centre to families and the wider community.
- ⇒ Build relationships with relevant services/agencies and those who use the Centre.
- ⇒ Use discretion when displaying notices/posters etc. in the entrance.

6. ADDITIONAL DUTIES

- ⇒ Willingness to undertake a range of tasks as determined by the needs of the centre in consultation and/or as required by the Board, the OC, the EC and/or the ECA.

QUALIFICATIONS

- ⇒ Qualification/s equivalent to a minimum 2-year full time Early Childhood training or related profession desirable but not essential.
- ⇒ Previous experience in a leadership / administrative role is desirable.
- ⇒ Knowledge of the National and State frameworks, the National Quality Standards and all relevant regulations or have experience and an understanding of working within other quality frameworks and standards is also beneficial.
- ⇒ CCCI will assist applicants to gain the following certificates First Aid, CPR, Anaphylaxis, Asthma and Food Handlers.

SPECIALIST KNOWLEDGE & SKILLS

- ⇒ Strong interpersonal and administration skills.
- ⇒ Efficient, positive, optimistic, “can do” customer service skills.
- ⇒ Ability to effectively engage, communicate with, relate and be sensitive to a wide range of socio-economic, cultural and professional backgrounds.
- ⇒ Collaborative leadership with the ability to listen to and appropriately support people.
- ⇒ Ability to approach a range of tasks to meet the needs of the Centre with good judgement, initiative and attention to detail and flexibility.
- ⇒ Good time management.
- ⇒ Ability to prioritise, plan and organise conflicting workloads while maintaining a sense of calm, order and approachability.
- ⇒ Ability to manage conflict, stress, conflicting values, and pressures.
- ⇒ Good understanding of financial management.
- ⇒ Ability to identify and manage risks & work within compliance frameworks.
- ⇒ Solid computer literacy skills.
- ⇒ Ability to write clear, concise, correct narratives.
- ⇒ Ability to interact effectively with the children.
- ⇒ Model and promote lateral thinking and a consultative process for decision-making.
- ⇒ Positive disposition and pleasant and competent telephone manner.
- ⇒ A good standard of personal presentation.

SALARY AND CONDITIONS

Conditions as per the CCCI Enterprise Agreement which is based on Children's Services (Victoria) Modern Award. An above award salary applies to this position.

The OCA must be available to share opening and closing responsibilities of the centre which is open from 7am - 6pm Monday to Friday.

PROBATION PERIOD

The appointment will be subject to a 6-month satisfactory probationary period.

PRE-EMPLOYMENT MEDICAL

The Board of Management require candidates to undergo a routine medical check by the Board's nominated medical officer, at the Board's expense, prior to an appointment being made.