

**ROLE PROFILE**
**Profile Number/Version** \_\_\_\_\_

**UnitingCare Wesley Bowden**
**A. ROLE DETAILS:**

<b>Role Title:</b>	Administration Assistant	<b>Reporting to:</b>	Director, Torrensville Community Childcare Centre
<b>Division/Program:</b>	Torrensville Community Childcare Centre	<b>Location:</b>	This role will work from Torrensville
<b>Award/Level:</b>	SCHCDSI Level 2	<b>Date/approval:</b>	16/04/2021

**B. ROLE PURPOSE**

The Administration Assistant is a member of the Child and Family Department based at the Torrensville Community Childcare Centre (TCCC) and provides high quality administration services to support the Director and staff at TCCC.

This role is expected to:

- Provide support to the Director and Educators at TCCC to enable Educators to deliver a high-quality educational childcare program to children
- Act and behave with integrity and in accordance with the organisation's code of conduct and values.

This role has the following key areas of responsibility:

- Deliver effective provision of professional, comprehensive, and flexible administration support services to the Director and other staff at TCCC.
- Deliver effective professional, comprehensive, and friendly receptionist duties.
- Establish, develop, and maintain relationships to ensure collaborative work practices, optimise service delivery, information, and knowledge sharing.

As with all staff the Administration Assistant will be required to work in a manner that is consistent with UCWB's:

- Aspiration, Purpose and Values
- Our Frameworks
- Work, health and safety requirements
- Child safe environments
- Inclusive practices as it relates to persons with disability and those who come from culturally diverse backgrounds.
- Policies and procedures

A current SA driver's licence is a requirement of the position.

C: ROLE ACCOUNTABILITIES	D: KEY PERFORMANCE INDICATORS
<p><b>1. Deliver effective provision of professional, comprehensive, and flexible administration support services to the Director and other staff at TCCC.</b></p>	<ol style="list-style-type: none"> <li>1. Assigned duties and responsibilities are effectively planned, prioritised, and completed within specified timeframes.</li> <li>2. Production of data, reports and information is accurate.</li> <li>3. Initiative is taken in collaboration with the Director and staff to add value to the Centre's operations.</li> <li>4. Feedback from the Director and staff is positive and administration support is meeting their needs.</li> </ol>
<p><b>2. Deliver effective professional, comprehensive, and friendly receptionist duties.</b></p>	<ol style="list-style-type: none"> <li>1. Maintain and enhance professional reception of children, families, and other stakeholders to the Centre.</li> <li>2. Demonstrate professional communication with all stakeholders, appropriate to a variety of audiences and situations.</li> <li>3. Ability to clearly articulate and communicate accurate information regarding the Centre and respond effectively to day to day enquiries.</li> <li>4. Feedback from Parent Surveys is positive</li> </ol>
<p><b>3. Establish, develop, and maintain relationships to ensure collaborative work practices, optimise service delivery, information, and knowledge sharing.</b></p>	<ol style="list-style-type: none"> <li>1. Exercises judgement within clearly established guidelines and delegations</li> <li>2. Undertakes problem solving in conjunction with the Director.</li> <li>3. Reviews and enhances administrative services</li> </ol>

## E: SKILLS AND EXPERIENCE

Relevant qualifications in Business Administration (or previous equivalent experience). Experience in a face to face customer service environment with the ability to multi-task and learn new systems quickly.

### Service Delivery Skills

- Analysis and problem solving
- Management of competing priorities
- Process design and improvement
- Customer Focus
- Demonstrates Initiative
- Communicates professionally
- Leads self

### Technical skills

- Microsoft office suite of programs

**F: ACCEPTANCE**

I understand this Role Profile is a description of the duties and responsibilities assigned to the position that I occupy:

Employee's Signature:

Date: