

Position Description

Position Title: Assistant Coordinator / 2iC
Reporting to: Centre Coordinator
Position Purpose: The Assistant Coordinator / 2iC is responsible for supporting the Centre Coordinator and the service in the commercial and operational management of the Childcare Service to ensure they are operating in accordance with all legal obligations, in line with the Keiki Early Learning philosophy, policies and procedures and ensuring the Health, Safety and Wellbeing of all children and staff.
<p>Key Skills:</p> <p>Experience</p> <ul style="list-style-type: none"> • Experience within a leadership role in an early learning environment, • Knowledge and experience with pedagogical leadership, • Strong stakeholder management and the ability to work and liaise effectively with a range of people, • Excellent communications skills both written and verbal, • Strong time management skills and the ability to prioritise tasks <p>Technical skills:</p> <ul style="list-style-type: none"> • Relevant childcare qualification (Diploma Children’s Services, Bachelor of Education (Early Childhood or Cert IV) or Bachelor of Social Sciences majoring in Children and Family Studies, or ACECQA approved equivalent), • Current first aid certificate and CPR • Current child protection certificate • Current food safety certificate • Current Working with Children Check • Valid PRODA registration • Fire Safe Training

KEY RESULT AREAS (KRA’S)	KEY PERFORMANCE INDICATORS (KPI’S)
<p>Health & Safety</p> <ul style="list-style-type: none"> • Assist the service and its team to maintain a healthy and safe environment for children, staff and all visitors; • Work alongside the Centre Coordinator and the service team to help identify and address risks and non-compliance in the service to ensure the service implements actions to resolve and prevent the re-occurrence of incidents; • Support the team to follow Keiki Early Learning policies and procedures and complies with all legislation; • Process all incident reporting and work with the Centre Coordinator to implement processes to ensure mitigation of accidents and incidents; • Ensure the service team has up to date safety and cleaning checklists; • Conduct Health and Safety audits in a timely manner and with accuracy; 	<p>Proactivity</p> <p>Proactivity</p> <p>Proactivity</p> <p>Accuracy</p> <p>Timeliness</p> <p>Internal audit checks Rating and Assessment</p>

<ul style="list-style-type: none"> Assisting the Centre Coordinator to ensure the kitchen is operating at the highest standards of hygiene and Health and Safety practises and all kitchen audits are done timely and accurately. 	
<p>Quality & Compliance</p> <ul style="list-style-type: none"> Assist the service to deliver on all requirements of the NQF (incl. NQS), compliance with all legislation and Keiki's policies and procedures; Assist the Centre Coordinator to maintain and review the services Quality Improvement Plan (QIP); Ensure children's records (enrolment records, immunisation records; birth certificates, medical conditions and healthcare plans) are accurate and current Ensuring all registers and checklists are maintained with accuracy and timeliness; Positively participate to the policy review process; Ensure the service is well stocked with resources 	<p>Internal audit checks and rating and assessment</p>
<p>People & Culture</p> <ul style="list-style-type: none"> Participate in reward and recognition schemes to reward, motivate and build positive team culture Assist in ensuring the service is staffed appropriately to meet all legal requirements via staff rostering Positively approach all conversations and issues to achieve the best possible outcome 	<p>Rating and assessment</p> <p>Culture and Engagement survey results</p>
<p>Business & Commercial Acumen</p> <ul style="list-style-type: none"> Assist the Centre Coordinator in the end-to-end enrolment process; Reconciliation of budgetly card and expenses for the service; Work closely with the Centre Coordinator and the Finance Manager to ensure compliant CCS lodgement and family billings are accurate Addressing all Xplor queries alongside the Centre Coordinator and the Finance Manager; Responds to customer queries in a timely manner Making decisions in a proactive manner that demonstrate an understanding of and exceeding customer's needs; Booking and hosting tours to prospective families; Ensure the services meets targets, incl. but not limited to occupancy. 	<p>Bad Debt report</p> <p>Family feedback</p> <p>Occupancy report</p>
<p>Partnerships</p>	<p>Family feedback</p>

<ul style="list-style-type: none"> • Develop and maintain respectful and reciprocal relationships with families to ensure Keiki Early Learning is exceeding expectations; • Ensure effective communication strategies are in place to meet families needs; • Maintain and respect family and child confidentiality; • Respect and provide inclusion for all children attending the service • Act as a positive role model to children, families, staff and visitors; • Develop and maintain rich reciprocal relationships with all children; • Positively participate in family events to showcase the service; • Develop and maintain reciprocal relationships with the services local community; • Develop and maintain positive relationships with the team of educators within your service and also your peer group; 	<p>Occupancy report</p> <p>Community engagement</p>
--	---

KEY BEHAVIOURS	KPI'S
<p>Customer Service Orientation (External and Internal)</p> <ul style="list-style-type: none"> • Commits to meeting the expectations and requirements of customers • Responds to customer problems in a timely manner • Looks for ways to exceed customers' expectations • Makes decisions in a proactive manner that demonstrates an understanding of customers' needs • Seeks and follows up on customer feedback • Builds and maintains effective relationships with customers 	<p>Feedback from Managing Director, Centre Coordinator and families</p> <p>Proactivity</p>
<p>Results Orientation</p> <ul style="list-style-type: none"> • Sets goals and works to meet expectations • Pursues objectives with energy and persistence • Sets high personal standards for performance • Adapts working methods in order to achieve objectives • Accepts Managing Directorship of and responsibility for own work • Deals effectively with competing priorities • Manages time effectively • Works accurately and with a disciplined approach • Focuses on results and best outcomes for the company • Actively seeks to grow and develop own skills and knowledge 	<p>Achievement of goals</p> <p>Feedback</p>
<p>Communication</p> <ul style="list-style-type: none"> • Asks for input, listens actively and makes sure others' opinions are heard 	<p>Feedback from key stakeholders</p>

<ul style="list-style-type: none"> • Clearly and effectively expresses thoughts and ideas in a concise manner • Welcomes and uses feedback • Shares information with colleagues proactively and timely • Builds strong internal and external relationships • Deals constructively with conflict 	
<p>Accountability and Ethics</p> <ul style="list-style-type: none"> • Demonstrates “above the line” behaviour • Makes no excuses and takes full responsibility for own actions • Can be counted on to do what he/she says is going to be done • Holds self and others accountable for keeping commitments • Makes decisions based on what is best for the company • Implements and supports company decisions • Follows company policies and practices • Acts with integrity and respect 	<p>Achievement of goals</p> <p>Audit results</p>
<p>Quality Orientation</p> <ul style="list-style-type: none"> • Ensures all work meets quality standards • Accomplishes tasks • Shows concern for all aspects of the job • Accurately checks processes and tasks • Looks for ways to improve quality • Consistently produces high quality results • Demonstrates consistent attention to detail 	<p>Thoroughness</p> <p>Accuracy</p> <p>Timeliness</p>
<p>Creativity and Innovation</p> <ul style="list-style-type: none"> • Exhibits curiosity and open-mindedness • Generates ideas for improvement in response to and in anticipation of business needs • Improvises effective solutions when faced with unusual and difficult problems 	<p>Process improvements</p>