



Position Description

Centre Administrator

Philosophy Statement:

Treasured Tamariki ECE and Childcare Centre, we wholeheartedly embrace a philosophy centered on three fundamental pillars:

- Connecting (Tūhonohono),
- Collaborating (Mahi Ngātahi),
- Caring & Support (Manaaki/Tautoko).

These principles are not just words; they are the essence of our commitment to fostering a nurturing and enriching environment for our tamariki and their families.

Connecting / Tūhonohono - Our inspiration emanates from a deep-seated dedication to supporting every family within our community. We are steadfast in our commitment to honouring our bi-cultural identity, while also embracing and celebrating the rich cultural diversity of our migrant community. Every child's cultural background is esteemed as an intrinsic facet of their identity, contributing to their sense of self-worth and self-esteem.

Collaborating / Mahi Ngātahi - Collaboration takes myriad forms in our approach to supporting Tamariki and their whanau. Relationships serve as the bedrock of our core values, where all parties are invested in the unique aspirations of each child and family. Our Kaiako, equipped with ongoing training and support, actively cultivate connections within our center and community, prioritizing the needs and aspirations of our tamariki in every decision.

Caring & Support / Manaaki/Tautoko - We fervently believe in nurturing the holistic development of every child—emotionally, socially, intellectually, and physically. Our curriculum is meticulously crafted to foster comprehensive growth, recognizing the interconnectedness of all aspects of a child's development. Each tamariki is acknowledged and supported as an individual, with our environment carefully curated to instil a sense of belonging and provide a secure, stimulating space for positive growth and development.

SECTION 1 – MAIN PURPOSE

As administrator, to support the Centre by being the 'expert' for accurate and timely completion of all administrative functions required to operate a successful centre by fully "owning" the role and the responsibility of it. This role also is expected to have significant and positive influence and relationships with parents and visitors experience with the centre.

To understand that along with providing excellent customer service, the administrator needs to be competent with the Infocare software used to maintain parent/children information; being knowledgeable on the key areas of MOE Funding as it relates to ensuring information recorded on supporting paperwork is done accurately and timely; and to be fully conversant with the requirements of managing staff rosters and associated information in respect of meeting MOE compliance requirements and working within company policy.

Supporting centre growth by working alongside the Managers/stakeholders to ensure that we are positively profiled within the community. Actively involved in centre functions as decided upon by the Management team

SECTION 2 – KEY TASKS & EXPECTED RESULTS

Confidentiality forms an integral part of this position.

Key Tasks	Expected Results
Provide excellent Customer Service, positively promoting the centre to parents and whānau	<ul style="list-style-type: none"> • Ensure all centre visitors are welcomed warmly and professionally every time • That communication to families/whānau is respectful, positive, timely and responsive at all times • Where appropriate, ensure feedback to parents and family/whānau is provided in a timely and appropriate manner • To support and find initiatives with community and centre functions
Action Centre enrolments and promptly and ensure that correct information is readily available when enquiries are received	<ul style="list-style-type: none"> • Ensure all parent/whānau enquiries are recorded in the Enquiry book • Maintain a supply of centre brochures and that Enrolment Packs are available for distribution to parents at all times • Ensure completed enrolments and supporting paperwork is received along with deposit and fees in accordance with the centre's terms and conditions • Using detailed knowledge of WINZ benefits, complete the required sections WINZ application forms and monitoring their progress • Maintain an effective filing system for all enrolment forms and accompanying paperwork, and archive as required • Offer accurate information about 20 Hour ECE to parents/whānau of eligible children and provide the Attestation & Optional Charge forms for completion. Be aware of the benefits and pitfalls associated with this scheme to ensure the best interests of the Centre and maintained. • Update and maintain INFOCARE. Ensure billing codes are correct for each child and updated when required • Regularly review database details for accuracy and update where necessary
With a high level of knowledge of the Centre's fee schedule and its terms & conditions, ensure fee payments are received as required and debts are managed	<ul style="list-style-type: none"> • The Centre adheres to the Company's Debt Management policy. Alert the Centre Manager if you require support. • Ensure payments taken at the centre are receipted and banked in accordance with the Company's Cash handling policy • Dispatch invoices weekly to all parents/whānau, ensure they are accurate and reflect the amount owing • Monitor accounts of WINZ subsidy recipients to ensure the fees are paid in full, that subsidy levels are correct in relation to fees charged and that reviews and renewals are dealt with in a timely manner
Accurately maintain and monitor child booking and attendance records, using knowledge of MOE Funding and Company policy to accurately complete required documentation	<ul style="list-style-type: none"> • Ensure bookings are confirmed in writing & signed by parents/whānau, and that information is maintained in INFOCARE in respect of all charges, bookings, changes to enrolments and special arrangements • Receive and action requests for holidays, ensure appropriate fees are charged and a record of holidays in maintained for each child • Ensure all booked and attending children are recorded on Day Sheets and that drop-off and pick-up times are accurately recorded and signed by parents/whānau. Absences to be noted with the reason • Alert management to absence patterns as defined in the MOE Funding Handbook – ensure Frequent absence paper work is accurate and filed • Enter attendance time in INFOCARE regularly (but at least weekly), and complete in time for the weekly End of Week process completed by the Admin office (10am on the following Monday) • Maintain a filing system for all Day Sheets in date order in Funding

	<p>folder and archive per funding period</p> <ul style="list-style-type: none"> • Print off Monthly Attendance Summary report at the end of each calendar month, review with Centre manager in respect of Absence patterns, action appropriately and file with Day Sheets • Print off weekly allergy sheets for HT and Cook • Print off weekly child details for the Head Teachers • Archiving of all paper work in funding cycles
<p>Adhere to the centre's daily and weekly routine requirements</p>	<ul style="list-style-type: none"> • Check staff roster actuals within Infocare to ensure that these accurately align to staff attendance as per their signed rosters. • To support the Centre Manager with Maintenance requirements; booking in trades people, following the maintenance schedule of specific items, being a point of contact for staff and trades people • Back up of all centre lap tops/desk tops

<p>Maintain positive communication with the Leadership Team – supporting key objectives of the centre</p>	<ul style="list-style-type: none"> • Maintain active and regular contact with the Management team and to liaise in respect of implementation of policies and procedures • To provide feedback of any problems or issues that have require additional support to resolve • Ensure documentation is forwarded to the Centre Manager within the required timeframe as required • Support the manger with any additional administration duties that will benefit the centre ie updates to website, social media accounts • Support and coordinate in line with the manager a marketing plan that will support centre growth. Being active in the community, ensure that the monthly marketing plan is supported, documented and vision shared within the team
<p>Maintain high personal standards for yourself and as a representative of the company</p>	<ul style="list-style-type: none"> • Maintain pride in your appearance and the manner in which you perform your role • Adhere to all company policies • Promote your centre in a positive way • Display enthusiasm, honesty, punctuality and professionalism at all times • The Company will provide training in all aspects of this role. A training schedule will be maintained and you will be required to attend and participate in all learning opportunities provided by the Company from time to time • Use resources efficiently to minimise waste

SECTION 3 – PERSON SPECIFICATION

Skills & Competencies	Experience & Knowledge
<ul style="list-style-type: none"> • Strong interpersonal skills with excellent written and verbal communication skills • Proven organizational and time management skills • Ability to work to deadlines and under pressure if required • Have strong and accurate analytical abilities and attention to detail • Be flexible as required • Have empathy with children, parents/whānau • Good computer and keyboard skills, particularly be able to demonstrate high level of knowledge of Microsoft word and excel • Be a confident, competent and fast learner • Ability to work as a positive, constructive and proactive team member • Be pleasant and approachable at all times, creating a warm and welcoming environment to parent/whānau and children • Use of initiative to problem solve day to day challenges that the centre may experience 	<ul style="list-style-type: none"> • Previous experience (ideally 2 years) in a general office administrative role • Demonstrated experience in financial processing • Understanding the ECE sector would be an advantage • Experience with the INFOCARE computer program would be an advantage • Demonstrated experience in delivering high quality customer service

SECTION 5 – OTHER INFORMATION

The role of the centre administrator can be very wide and varied, initiative is imperative

In addition to the administration role, the administrator may be called on to perform tasks outside of what is described below (assistance with child care, cooking, shopping etc). This position description defines the administration functions and associated tasks only

Where a conflict occurs which prevents the administrator from effectively carrying out the tasks described here needs to be discussed with the Centre Manager