

Nillumbik Shire Council Position Description

Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik's vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation's values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

Nillumbik's values

Respect	
Integrity	
Collaboration	
Adaptability	
Community	

Our Customer First Commitments

1. Empathetic
2. Consistent
3. Effective
4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
Empathy	We listen, understand and respect our customers
Consistent	We provide accurate, timely and transparent information
Effective	We focus on quality processes and outcomes
Simple	Our processes, documentation and information are easy to obtain and follow

Nillumbik Shire Council Position Description

Position Title:	Early Years Services Liaison Officer
Position Number:	1130
Classification:	Band 5
Tenure:	Temporary Part-time 0.4 EFT (15.2 hours per week)
Directorate:	Communities
Department and Unit:	Community Services
Reports To (Title):	Early Years Coordinator
PD approved by (Manager or Director Title):	Manager Community Programs
Date approved by Manager or Director:	29 January 2024
Date approved by HR:	29 January 2024

1. Position Purpose

This position sits within the Community Services Directorate, in the Early Years Unit.

The purpose of the Early Years Services Liaison Officer is to provide a first point of contact into Council for licensed Service Providers operating from Council owned and managed facilities.

2. Position Objectives

The Early Years Services Liaison Officer will build professional capacity within these Services to enable the delivery of responsive and high quality education and care services to the Nillumbik community.

3. Key Result Areas

3.1 Develop and maintain partnerships with Early Years Education and Care Providers

- Establish working relationships with Early Years Education and Care Services that supports a collaborative partnership.
- Review information and feedback provided from Services and Community about Council processes and identify and implement opportunities for improvement
- Seek to understand the needs and business operations of early years services

3.2 Support and training to build capacity within Early Years volunteer Committees of Management

- First point of contact and provision of referral pathways for matters relating to governance and Education and Care Services National Regulations
- Coordination of professional training and networking opportunities for early years service providers
- Identify and implement continuous improvement opportunities to enhance the level of service provision across Nillumbik Shire

3.3 Monitoring of Early Years' Service Level Agreements (SLA)

- Development of a framework and systems to support the implementation of the SLA with Service Providers.
- Oversee the ongoing implementation, measurement and compliance of the standards within the SLA including:

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- In consultation with Services, development of standardised policies and procedures
 - Development of templates including reporting, agenda, meeting schedules and other documents
- Preparation of internal reports relating to Service compliance with SLA

3.4 Work with community based services to implement the 3 Year old funded kindergarten reform

- Work with services individually to determine capability and capacity to implement reform
- Work with services individually to develop service models for delivery
- Support the development of Nillumbik's Kindergarten Infrastructure and Services Plan

3.5 Continuous improvement

- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.

3.6 Customer service and relationships

- Ensure that Council's objective of customer service excellence is reflected in day to day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.
- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.

3.7 People, culture, safety, health and wellbeing

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

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3.8 Legal Compliance

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
 - National Education and Care Law and Regulations
 - Child Wellbeing Act 2005
 - Equal Employment Opportunity, supporting equity and fairness
 - Occupational Health and Safety, supporting a safe workplace
 - Risk Management, reducing the opportunity for fraud
 - Emergency Management, Business Continuity to support ongoing service delivery
 - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

4 Job Characteristics

4.1 Accountability and extent of authority

This role is accountable for:

- Developing and implementing systems and frameworks to oversee the Service Level Agreement (SLA) between Council and Services

4.2 Judgement and decision making

Using the endorsed SLA, this position has authority to:

- Develop systems and processes necessary to meet the objectives of the position
- Represent Council at Service stakeholder meetings
- Make decisions regarding time management, administrative, and consultative needs to monitor the SLA between Services and Council.
- Provide general information to internal and external contacts in relation to the SLA
- Select appropriate methods, processes or equipment from available alternatives to complete given tasks
- Assess situations to decide if referral to another party is required prior to dealing with them in a timely manner

Guidance and advice is available from the Early Years Coordinator.

4.3 Qualifications

- Qualifications and/or relevant experience in Early Years Education and Care Services
- A current Victorian drivers licence is required

4.4 Experience

- Experience in building and maintaining relationships with community groups and service providers
- Experience in the development of action plans to achieve set outcomes
- Experience in early years education and care services
- Experience in contract management
- Experience in identifying and understanding stakeholder needs

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- Demonstrated ability to effectively support projects and the ability to achieve specific and set objectives in the most efficient way possible within the resources available and agreed timeframes.
- Experience in supporting community and stakeholder engagement, customer service excellence and continuous improvement in service delivery.

4.5 Specialist Skills and Knowledge

- Understanding of delivery of early years education and care services including:
 - Education and Care Services National Regulations
 - Government policy direction
 - Monitoring and compliance frameworks
- Understanding of Incorporations Act
- Research and analysis skills.
- Ability to retrieve and monitor information relating to the program delivery
- Ability to compile reports and respond to correspondence.
- Excellent communication skills to assist in discussions and issue resolution.
- Highly developed computer and data base skills including the use of Microsoft Office and Microsoft Project.

4.6 Management Skills

- Ability to prioritise work and manage time to achieve agreed objectives

4.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community (Mandatory)
- A high level of administrative, planning and organisational skills.
- Ability to work with minimal supervision, and to show initiative and effectiveness.
- Demonstrated oral and written communication skills, (including the preparation of non-routine correspondence and reports)
- Proven ability to gain cooperation and work with individuals and groups
- Self-motivation and initiative.
- Demonstrated understanding of effective customer service principles and practices.

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5. Physical Requirements

Posture	<ul style="list-style-type: none"> • Sitting at a desk, work station or in meeting rooms • Driving a vehicle to other locations, as required • Standing and bending • Walking on uneven surfaces
Upper Limb / Body	<ul style="list-style-type: none"> • Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle • Pushing, pulling and lifting, e.g. setting up for the program, lifting materials, pulling or pushing the carts and barrows • Some handwriting • Some sustained neck flexion may be required when reading documents
Trunk	<ul style="list-style-type: none"> • Some twisting, e.g. access desk drawers, • Carrying items, e.g. materials for the program • Bending below the knee
Work Environment	<ul style="list-style-type: none"> • Indoor air conditioned offices with carpeted floors • Adjustable work station • Adjustable chair provided
Weights	<ul style="list-style-type: none"> • Lifting weights up to approximately two reams of A4 paper
Other	<ul style="list-style-type: none"> • Interacting with internal and external customers • Simultaneously talking on the telephone and writing down notes • Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.

6. Key Selection Criteria

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community (Mandatory)
- A qualification and/or relevant experience in Early Years Education and Care Services
- Experience in the delivery of licensed education and care services
- Experience in establishing and maintaining relationships with community groups and service providers
- Excellent communication skills to assist in discussions and issue resolution with individuals or groups of people
- Experience in establishing frameworks and systems to support processes
- Well-developed organisational and time management skills, with the ability to prioritise work to achieve agreed objectives and expectations of customers
- Excellent communication skills both verbal and written communication.
- Proficiency in the use of a broad knowledge of computer applications in a Microsoft Office and other systems.

7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.

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- The incumbent may be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.
- This position requires evidence of qualification documentation.

8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. . Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.

9. Application information

To obtain any additional information regarding this position, please contact Rhonda Allen, Early Years Co-ordinator on (03) 9433 3327. Applications can be submitted online at [Nillumbik Website](#) until 10pm (AETD) Wednesday, 11 June 2025

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at hrrmail@nillumbik.vic.gov.au