

# Position Description



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|------------------------|--------------------------------------------------------------|
| <b>Title</b>           | Systems Administrator – Early Learning                       |
| <b>Business Unit</b>   | Early Learning                                               |
| <b>Location</b>        | Negotiable                                                   |
| <b>Employment type</b> | Full Time/Part Time (0.8FTE), Maximum Term (2 year contract) |
| <b>Reports to</b>      | Program and Project Delivery Manager, Early Learning         |

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Systems Administrator will play a key role in supporting activities and systems aligned with the Early Learning Service Stream Strategy. The role will be primarily responsible for supporting the implementation of business systems, particularly the Xap Version 2 (data and reporting platform) application migration and ongoing enterprise level support. The Systems Administrator will provide vital support to the introduction of Xap Version 2 and ensure the application is implemented across Early Learning using an efficient, coordinated and well-resourced approach.

The migration of all Early Learning services to the new Xap system is expected to be achieved by October 2021. The Systems Administrator will also lend support to further phasing of the Xap application beyond migration (i.e. system improvements and added functionality), taking on the enterprise role of Xap organisational administrator.

The implementation / support of business systems will be the primary focus of this role; however, it is expected there will be numerous opportunities for the Systems Administrator to support increased efficiency and financial viability across Early Learning. These responsibilities could include supporting projects / activities aligned with the Service Stream Strategy (e.g. signage audits and installation) and a range of funding and acquittal processes (e.g. SRF, CCCF, Early Childhood Language Program) etc.

The role will lend support to the strategic direction and efficient ongoing operation of Uniting's Early Learning services in Victoria and Tasmania; working to ensure that Uniting maintains quality services that are responsive to the needs of children and families within local communities and comply with relevant regulatory frameworks (Victorian Children Services Act 1996; National Legislative Framework, including Education and Care Services National Law and Regulations;

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 1 of 5                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

## Position description

### Systems Administrator – Early Learning

National Quality Standards, including the State and Federal Government Early Years Learning and Development Frameworks).

#### 3. Scope

**Budget:** *nil*.

The role may have some access to, and accountability for, project expenditure related to activities within the Early Learning Service Stream Strategy, but will not be required to hold operational responsibility for this budget.

**People:** *nil*

#### 4. Relationships

**Internal:**

- Program and Project Delivery Manager, Early Learning
- Executive Officer, Early Learning
- Early Learning Senior Leadership Team
- Early Learning staff
- Project Working Group members
- Business Partners and members of other divisions (e.g. ICT, Marketing and Communications)

**External**

- Business System Vendors (e.g Xap)
- Commonwealth and State funding bodies
- Sector leads and peak bodies
- National Regulatory Authority: Australian Children’s Education and Care Quality Authority (ACECQA).
- Local Government Area representatives
- Other stakeholders: Parent Advisory Committees/Groups, schools, Uniting Church congregations, other early learning service providers and community groups

#### 5. Key responsibility areas

##### Systems support

- Adopt a systems administration / lead role for the implementation of Xap Version 2 and other business systems.
- Monitor project timelines, milestones and budget to evaluate progress / status of systems planning and uptake against deliverables.
- Effectively engage and consult with internal / external stakeholders in the development of tailored business systems, project plans and implementation.
- Provide accurate, timely information and reports detailing status of projects / objectives to Early Learning senior leadership team and other internal audiences.
- Assist to identify, develop and implement business systems and initiatives to improve Uniting’s financial viability, quality of service and brand / recognition.
- Participate in the design and implementation of project evaluations, gaining insight into how objectives were achieved and received whilst identifying learnings to consider in future planning / implementation.
- Support opportunities for service growth and development which align with Uniting’s Early Learning Service Stream Strategy and timelines.
- Engage with the early learning leadership team and wider early learning workforce for a collaborative approach to business systems planning and uptake.
- Establish / participate in relevant project working groups to support effective consultation, design and implementation of business systems.
- Undertake regular gaps analysis / issues identification to mitigate risk and prompt timely resolution.

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 2 of 5                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

# Position description

## Systems Administrator – Early Learning



### Governance, finance and administration

- Identify training opportunities required by Uniting’s workforce to support a positive transition to, and comprehension of, new business systems.
- Ensure all documentation, files and communication are recorded / filed appropriately and securely.
- Provide accurate, timely information and reports detailing status of projects / objectives to Early Learning senior leadership team and other internal audiences.
- Support early learning services to operate effectively within the regulatory and legislative frameworks and guidelines.
- Support systems design which is reflective of, and responsive to, needs of the early learning workforce and operations.
- Contribute to budget development and reporting as it relates to the role / project.
- Assist in the preparation of funding applications and acquittals (Commonwealth and State) as required, pertaining to the role.
- Manage allocated resources efficiently and responsibly.
- Efficiently manage purchase to payment transactions associated with the role, as required.

### Stakeholder management

- Develop and maintain positive, collaborative relationships with relevant business system vendors.
- Effectively engage and consult with internal / external stakeholders in the development of business systems implementation strategies / timelines.
- Convene and/or provide administrative support to project working groups as required, pertaining to the role.
- Develop positive, respectful rapport with stakeholders (internal / external), seeking opportunities for meaningful engagement and communication with these groups to enhance relationship and investment.
- Represent Uniting at relevant functions, meetings, seminars etc. as required.
- Provide quality, timely reports and data to relevant stakeholders as required.

### People and teams

- Form part of the broader / central Early Learning senior leadership team and find opportunities to contribute to high level discourse and planning in meaningful ways.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide the highest level of professional conduct in alignment with Uniting’s values.
- Ensure that project planning and implementation timelines are articulated into clear and achievable objectives for stakeholders / partners.
- Provide accurate information, resources and timely support to early learning service staff and other internal stakeholders as required.

### Quality and Risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Foster a culture of quality improvement and innovation in service delivery.
- Seek out opportunities to incorporate consumer experience and feedback into practice.

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 3 of 5                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

## Position description

### Systems Administrator – Early Learning



#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and wellbeing of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Expertise gained through a relevant qualification and/or substantial experience in the provision of senior administrative support (desirable).
- A relevant tertiary qualification, or other relevant training/experience in Project Management or Business Administration (desirable).

### Experience

- Demonstrated experience in a similar business systems administrator / analyst role in a corporate and/or community service environment.
- Experience in the planning and implementation of successful projects introducing new business systems and initiatives.
- Ability to interpret project and systems information / reporting, and perform gaps analysis to identify areas for improvement.
- Strong engagement skills, working with stakeholders at all levels, with demonstrated experience in introducing change.
- Ability to manage time effectively and meet deadlines.
- Ability to maintain accuracy and quality work output under pressure and competing demands / priorities.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Business Systems:** experience introducing and/or supporting business systems at an organisational / enterprise level, quickly adapting to new applications and business needs.
- **Administration:** ability to deliver high level administrative support to projects and strategic organisational priorities.
- **Planning and delivery:** proven capability to oversee / support the timely planning and implementation of projects and new initiatives, managing change.
- **Stakeholder Engagement:** highly skilled in stakeholder management and engagement, establishing positive and rewarding relationships with a broad range of internal and external stakeholders.
- **Teamwork:** willingness to proactively contribute to the continuous improvement of a positive, collaborative and effective work environment.

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|---------------------------------------------------------------|-----------------------------------------------------|--------------------------|
| Approved by: (position [see delegations of authority policy]) | Page 4 of 5                                         | Division:                |
| Date Approved: <Date>                                         | Printed copies of this document are not controlled. | Next Review Date: <Date> |

## Position description

### Systems Administrator – Early Learning

- **Time management:** demonstrated ability to manage time effectively and meet deadlines; proven accuracy and quality work output under pressure or competing demands.
- **Communication and Technology:** excellent written and verbal communication skills; competence with a range of ICT and business systems including MS Office, Smartsheet and web-based platforms (experience with Childcare Management Software an advantage).
- **Achieves results:** proven, consistent delivery on the quality and timeliness of deliverables, objectives and work plans.

#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

#### 8. Acknowledgement

I have read, understood and accepted the above Position Description

|            | Employee | Manager |
|------------|----------|---------|
| Name:      |          |         |
| Signature: |          |         |
| Date:      |          |         |