

Job title: Coordinator Early Childhood Services	
Classification: Band 8	Effective Date: February 2026
Reports to: Manager Connected Communities	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Coordinate the overall operation of Whitehorse Early Learning Services (WELS), Council's kindergarten leases and central kindergarten enrolment agreement and external and cross Council relationships and partnerships. Lead the achievement of the strategic and operational quality standards, protocols and procedures and financial requirements through the lens of child safety, continuous improvement, regulatory and Council requirements.

Key Responsibilities

Strategic leadership and planning

- Undertake planning and the implementation of all strategic and operational aspects of the Early Childhood Services Unit to meet departmental objectives and Council's key performance indicators.
- Develops strategies for workforce attraction, retention and development and provides feedback to Manager about opportunities and challenges. Engages with staff on all aspects of operations, fostering a culture of shared problem-solving.
- Work with Council's communication team to actively promote the WELS services to optimise utilisation and promote service outcomes/ showcase the service to recognise Councils investment in quality service provision.
- Ensure Department of Education and Training requirements in relation to Kindergarten Planning and statistics are reported in accordance with the appropriate formats and in a timely manner based on the Department's planning guidelines.

People leadership and management

- Contribute to a positive team culture by maintaining a positive approach, actively engaging and consulting with teams via regular meetings, weekly cascade and feedback as well as providing professional development opportunities and in person catch ups.
- Coordinate, in conjunction with the leadership team, the selection, leadership, support and professional development of all staff.
- Ensure all accountabilities to Council and the relevant State and Commonwealth Governments are completed in an accurate and timely manner.
- Maintain professional standards and contribute to a positive team environment.
- Ensure that family engagement is embedded in policies, communication practices, and the service culture and that excellent customer service for all is maintained.

- Show positive and respectful support of the Pedagogical & Compliance Specialist, Centre Directors, Asst Director, Educators, trainees, all staff and Council maintaining Council's values and behaviours at all times.

Service, asset and lease management

- Ensure there are adequate systems, processes and delegations in place to ensure the operations of WELS including corporate responsibilities are fulfilled to a high standard and within approved budget and agreed timeframes.
- Develop and plan marketing strategies for the unit.
- Support the Manager and Property Team in the negotiation and implementation of kindergarten leases including maintenance schedules and obligations (currently 19 in total).
- Relationship management, compliance and oversight of leases with tenants and landlords where appropriate.
- Undertake data collection, analysis and high-level reporting, as required.
- Through the lens of continuous improvement, facilitate and implement service improvement initiatives.
- Will be required to fulfill other duties including backfilling roles at the centre to sustain staff to child ratios and regulatory compliance
- Work hours across a fortnight that will support the overall operations of the centres from open to close and where required after hours for meetings, training, emergencies etc.

Compliance and risk management

- Overall accountability for ensuring that the service meets all legislative, regulatory, and policy requirements related to food safety, handling, and nutrition.
- Coordinate, with the Pedagogical & Compliance Specialist, the identification and development of policies and procedures relating to the implementation of quality assurance and the requirements of the National Accreditation systems for childcare services.
- Ensure the Early Years facilities and outdoor environments are safe, well maintained and promote learning and development outcomes including contributing to capital works processes and completing grant applications.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Ensure that risk management principles are adopted in all decision-making processes within the team. Ensure relevant record keeping assisting with Audit and Risk compliance as well as documenting regulatory change and maintaining strict privacy.

- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.

Financial, resource and contract management

- Overall responsibility for service budget and compliance with Federal Family Assistance Law (FAL), which underpins the Child Care Subsidy (CCS). Facilitate the management, coordination and implementation of specified projects related to all programs within the Unit.
- Ensure timely release of relevant funding under the MOU (memorandum of understanding) and or CRES (Central Registration and Enrolment) funding. Prepare and submit reports as required to maintain Council's obligations under the CRES.
- Ensure Council's obligations in relation to Central Enrolment are met at all times, including effective partnership with Whitehorse Preschool Association (or equivalent)

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

Budget: Develop and Monitor. (Approx \$5.5 M)

The position is responsible for the subsidised unit budget of approx.: \$1.9M

Staff responsibility: The position is responsible for the leadership of Centre Directors, the Pedagogical & Compliance Specialist and the Administration Officers.

Judgement and Decision Making

- Ability to work independently, identifying business challenges and analyses solutions/options from a wide range of possibilities and drive a solution-
- Ability to develop a project plan, set budget, set timelines and achieve goals to target and deadline.
- Develop creative and high-level solutions where established procedures may not be available.
- This position will identify and develop policy options for management and executive consideration.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience in effectively managing budgets.
- Experience in marketing and promoting services.
- Experience in presenting to and gaining confidence of clients, members of the public, employees, government agencies.
- Deep knowledge of Children's Services regulations, legislation and frameworks, including the Victorian Early Years Learning and Development Framework, the Education and Care Services National Law and Regulations and the National Quality Standards.
- Knowledge of the Local Government environment and Council protocols.

Qualifications and Experience

Qualifications/ Certificates /Licences:

- Relevant tertiary qualification in early childhood services or related field.
- Demonstrated significant experience in leading dynamic teams of early childhood professionals.
- Current Food Safety Supervisor's certificate.

Technology:

- Must be proficient in the use of MS Office Suite
- Experience in childcare specific technology and the ability to learn and recommend new technology.

Interpersonal Skills

- Excellent interpersonal skills and the ability to liaise with staff across Council as well as counterparts within other organisations to discuss and resolve specialist problems.
- Demonstrate a high-level capability in customer service provision.

Key Relationships:

- Required to maintain professional relationships with external bodies such as relevant Government Departments, Local Government areas, and other Community Service agencies etc.
- Maintain proactive professional relationships with Lease holders and associations under MOU's ensuring both parties are meeting obligations.

Management Skills

- Strong history in managing large numbers of employees to achieve set goals and objectives.
- Strong ability to lead, develop and motivate team members.
- Strong attention to detail and high-level report writing skills.
- Demonstrated experience in financial management.
- Effective skills in research and the evaluation of raw and secondary data.
- Strong ability to manage own time despite conflicting pressures and priorities, to deliver on-time, on-budget and to the satisfaction of executive leadership team.
- Strong ability to motivate and influence others to prioritise and deliver on-time and to expectations.
- Contributes to long term staffing strategies of the unit.
- Understanding of the legal, socio-economic and political context.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence, or the ability to travel around the municipality and city, as required for work.
- The incumbent may be required to work from various locations within the municipality.
- The incumbent may be required to attend out of hours work meetings (e.g. Council briefings and meetings; events).

Key Selection Criteria

- Relevant tertiary qualification in early childhood services and significant experience in leading dynamic early learning centre organisations, plus current Food Safety Supervisor's certificate.
- Strong knowledge and applied application of Children's Services regulations, legislation and frameworks, including the Victorian Early Years Learning and Development Framework, the Education and Care Services National Law and Regulations and the National Quality Standards.
- Experience delivering business goals, whilst maintaining compliance with quality standards, government regulations and community expectations
- Ability to develop and achieve policy, program, strategy uplift to timelines, budget and executive expectations.
- A strong history of leading, motivating and developing teams of early childhood professionals. Ability to work at both an operational and strategic level to achieve goals.
- High level of emotional intelligence and the ability to manage self and others and model our CREATE values and behaviours within a high-pressure environment

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist to work at low levels.		Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
Standing Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
Lifting/Carrying Tasks involve raising, lowering, and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.	A substantial portion of the work will involve using a computer sitting at a workstation.	Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: