

ADMINISTRATOR



Location: Tauranga
Reports to: Admin Support Team Coordinator
Key Relationships: Centre Administrators



WHY YOU'RE HERE

At BestStart, we stand up and stand out for our children, families and communities. We're leaders in the early childhood sector, we make a difference and we love what we do. We pride ourselves on being an inclusive team. We encourage our people to bring their unique selves to work. It doesn't matter who you are, if you're passionate about making a difference, you belong here.

WHAT YOU'LL DO

- Provide amazing support to centre staff to ensure the smooth running of their administration systems and MoE Funding requirements are met
- Respond to parent enquiries as required in a timely and supportive way
- Be a great communicator
- Monitor and action admin support help desk tickets daily
- Process Accounts adjustment via the Addon system daily
- Ensure all enrolments, booking changes, attendance records and all other paperwork is entered and processed accurately as per the MOE guidelines
- Know your customers; ensure you are fully available to support all centre-based staff with any queries they may have
- Monitor fee payments coming through and review overdue accounts regularly and liaise with the Centre Managers around the appropriate action to carry out
- Review, monitor and action the WINZ Subsidy Report on a weekly basis
- Complete weekly and monthly tasks as per our administration procedures
- Participate and contribute to team meetings and activities
- Role model our values, inspire and motivate others to high performance
- Be curious, show courage, determination and resilience
- Understand and adhere to legal, compliance and regulatory frameworks
- Act as one team - collaborate with others to achieve the best results for our people and tamariki

THE SKILLS, KNOWLEDGE AND EXPERIENCE YOU'LL NEED

- 2 + years experience in a general office administrative role
- An understanding of the ECE sector would be advantageous as well as the APT childcare software
- Demonstrate high attention to detail
- Experience using the Microsoft office suite
- Ability to function at a high level in a busy environment
- Maintain professional and respectful relationships with colleagues across the organisation
- Demonstrate a passion for and a commitment to providing exceptional administrative support to our teams
- Good verbal and written communication skills
- Self-motivated, innovative, reflective and prepared to think beyond the boundaries
- Be results orientated
- Strong organisational and time management skills

HEALTH & SAFETY

- Actively promote and role model health & safety awareness
- Complete health & safety training as required
- Identify, report and escalate risks, health, safety and environmental hazards within the workplace and take appropriate action
- Understand and meet, any legally binding health & safety