****

**JOB DESCRIPTION**

**Job Title: Assistant Operations Manager - Childcare Services**

**Department: Children and Young People**

**Responsible to: Operations Manager – Children, Youth & Family Programmes**

**Location: NCVS with travel throughout Nottinghamshire YMCA’s current and future areas of service**

**Hours: 37.5 hrs to include weekends and evenings**

**Salary: £35,000 to £39,000per annum (Dependent on experience)**

**Job Purpose**

* To lead and manage existing Before and After School Clubs as well as Holiday Clubs for 4 – 11 year olds.
* To develop the whole Childcare Service Business (Registered and Un-registered) by acquiring new Childcare and Nursery sites.
* To achieve and maintain positive OFSTED ratings for all regulated childcare sites and services.
* To ensure that all provisions meet or exceed DofE regulations relating to childcare provisions, inclusive of early years foundation stage.
* To manage and facilitate childcare OFSTED registrations, communications, quality assurance and inspections.
* To ensure the financial sustainability and quality of all Childcare provisions
* To enhance the STEAM Learning Programme across the sites
* To support the development of an organisational culture that puts the YMCA’s Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.
* To be the Lead Registered Safeguarding Children & Young People Officer for the CYFP department including all registered sites.
* To deliver and design training to the department and the Association as a whole on Safeguarding Children & Young People.

**Principal Responsibilities**

1.1 To provide leadership, strategic direction, management, support and guidance to the department including all direct reports.

1.2 To manage and evaluate staff performance on a regular basis including staff who exceed, managing underperformance, setting targets and ensuring follow up with appropriate action as necessary.

1.3 To manage and sustain existing childcare provisions as well as develop and expand the childcare and nursery service.

1.4 To work with the Executive Management Team and the Operations Manager – CYFP, as Nottinghamshire YMCA explores creating a Nursery service including a provision at the Newark & Sherwood Community and Activity Village.

1.5 To be responsible for the OFSTED registration as well as the management, staffing and delivery of any future nursery provision.

1.6 To work with the Operations Manager – CYFP to ensure compliance with OFSTED in relation to all Childcare and Early Years provisions.

1.7 To ensure the whole department is staffed to an appropriate level in a cost-effective manner and in line with policies and procedures and to provide cover where necessary.

1.8 To set measurable goals for all projects and activities and to ensure outputs are monitored in accordance with Key Performance Indicators.

1.9 To work closely with the marketing and promotions department to ensure effective marketing of all Childcare provisions. To attend school events and other arenas to promote the service.

1.10 In partnership with the Business Development Team, to source, research, apply for funding, manage bids, complete returns, undertake auditing, etc.

1.11 To work closely with the Operations Manager – CYFP, and the Business Resource Manager to ensure the effective management of all contracts, SLA's, etc.

1.12 To be responsible for the financial sustainability, profitability and growth of Childcare Services including producing annual budgets, forecasting, reporting on variances, monitoring monthly income and expenditure, cash flow and preparing statistical and financial information, etc.

1.12 To be responsible for ensuring that the whole Childcare Service team meets requirements relating to GDPR, data protection, data security, confidentiality, information security, etc.

1.13 To build and maintain strong working partnerships with Stakeholders both internally and externally including parents, head teachers, Local Authorities, etc.

1.14 To attend internal and external meetings, presenting information and acting as an ambassador for the Association.

1.15 To assist with promoting the Safeguarding Children and Young People procedure for the Association including designing and delivering training to staff, acting as a designated safeguarding officer for the CYFP department, receiving and managing allegations and liaising with the Lead Safeguarding Officer for the Association and external bodies as required

1.16 To keep abreast of relevant local and national government policy & legislation in relation to childcare provisions and disseminate information effectively to the team and wider Association

**Responsibilities for all YMCA staff and managers**

**1 Ambassador for the YMCA**

 To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA’s core values, mission, vision, and ethos and to positively and proactively protect the YMCA’s reputation

**2 Other Duties**

To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post

**3**  **Discretion to Act**

To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate Manager.

**4** **Relationships**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality is extremely serious and may lead to dismissal

**5 Personal Development**

To play an active role in the development and implementation of your development.

**6 Association Ethos**

To support the Christian aims, objectives, ethos and core values of the Association. The Association is committed to equality of opportunity in recruitment, employment and service delivery and expects all staff to abide by our Equality and Diversity Policy.

**7 Health and Safety**

To adhere to the Association’s Health and Safety policies at all times.

**Line Management Responsibility:**

Direct line management of the Children & Families Support Officer, Childcare Site Senior Play Leaders, Future Nursery Manager(s)

Indirect Reports: Childcare Site Sports and Play Leaders, contracted Play Leaders, Future Nursery Staff, and other allocated staff as required. In addition, supervision of temporary and casual workers, students, work placements, volunteers, etc.

**PERSON SPECIFICATION**

**Please ensure that you address all the requirements marked with an “A”**

**in the final column as we will be looking for this information when Shortlisting**

**Job Title: Assistant Operations Manager - Childcare Services**

|  |  |  |
| --- | --- | --- |
| ***Area*** | ***Criteria*** | ***How Assessed\**** |
| **Experience** | 1.1 Substantial, proven experience directly working with 0 -11 year olds | A, I |
| 1.2 Significant, proven experience of leading diverse childcare related staff teams including recruitment, induction, training, performance management, mentoring staff, managing sickness, staff rota’s, scheduling work, disciplinaries, etc. | A, I |
| 1.3 Experience of managing complex budgets including fee for service provisions and funded programmes, monitoring income and expenditure, forecasting, managing cash flow and annual budget setting  | A, I |
| 1.4 Experience of planning and managing childcare services and delivery, writing business plans, negotiating contracts and agreeing and managing performance indicators etc | A, I |
| 1.5 Extensive experience of successfully registering provisions with OFSTED and experience of working with the OFSTED / EYFS framework and inspection process | A, I |
| 1.6 Experience of site management of childcare facilities e.g. nurseries, after school clubs etc. | A, I |
| 1.7 Experience of developing positive working relationships with stakeholders such as parents, children, head teachers, education staff, Local Authority’s, OFSTED and leaders in local communities | A, I |
| **Knowledge / Qualifications** | 2.1 Minimum NNEB or NVQ Level 3 Childcare and Education Qualification or equivalent (Essential) | A, D |
| 2.2 Safeguarding Children and Young People Qualification as well as in depth understanding of safeguarding children and young people policies and procedures. Previous experience as a trainer in this subject matter is preferred. | A, I |
| 2.3 In depth understanding of OFSTED and EYFS frameworks and their practical application. | A, I, T |
| 2.4 Current First Aid qualification / Paediatric First Aid (or willingness to achieve within first 3 months in post) | A, D |
| 2.5 Food Hygiene Certificate (or willingness to achieve within first 3 months in post) | A, D |
| **Skills & Abilities** | 3.1 The ability to learn quickly, multi task, prioritise and delegate using effective organisation, decision making, planning and problem solving skills | I, T |
| 3.2 The ability to manage, monitor and improve performance in order to provide excellent services and to develop effective teams and delivery across the whole department. | A, I |
| 3.3 The ability to source and secure new funding opportunities and income streams, secure existing funding, fund raise, write funding bids and applications, monitor programmes, etc. | A, I |
| 3.4 The ability to write accurate reports and present them in a clear and effective manner to a variety of audiences. | T |
| 3.5 A high level of IT literacy, including use of Booking Systems, Microsoft Outlook, Word, Excel, and PowerPoint.  | A |
| 3.6 The ability to undertake all programme administration including KPI’s, payroll related activity, OFSTED, finance, etc. in an accurate and timely fashion. | A, I |
| 3.7 The ability and desire to “roll up sleeves” and be involved in the day to day activities of the department | A, T |
| 3.8 The ability to explore new business opportunities, write strategic business plans, undertake feasibility studies and communicate the vision to others. | I |
| **Other work related requirements** | 4.1 Ability to support the Christian core values of the Association – Caring, Honesty, Respect & Responsibility | A,I |
| 4.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service | D |
| 4.3 Understanding of the needs of people from diverse backgrounds | A, I |
| 4.4 Ability to work evenings, weekends and bank holidays and to, participate in an on call rota as required  | A, I |
| 4.5 Full driving licence and access to appropriately insured and taxed vehicle | A, D |

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (NB: relevant qualifications will be checked at the interview stage), driving license etc.

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and vulnerable adults*