



Job Description

1. Job Details

Job Title: Operations Manager

Reports to: Head of Operations

Job Details: Full time/5 days per week

2. Job Purpose

- To be responsible for the deployment of nursery staff across the group including the management of staff costs, agency approval and costs, rotas and Little Elms bank teams.
- To oversee the delivery of recruitment initiatives across the group.
- To support Nursery Managers in all aspects of operations and childcare and education as directed by the Head of Operations.
- To be escalation support for complaints related to operations and childcare and education.
- To manage and ensure the process of debtors is implemented across the group working alongside the credit controller and nursery managers.
- To provide practical support in preparation for, and on the day of any inspections from Ofsted, Local Authorities and/or other external agencies.
- To be part of the senior team and as so instructed, take the lead of project-based work.
- To deliver high quality training and support through Managers Meetings, Deputy Meetings and Staff Meetings as and when necessary.
- To directly line manage, where necessary as directed by the Head of Operations a maximum of 3 Nursery Manager's within the group.
- To cover the Head of Operations during periods of absence.

3. Summary of Responsibilities

Safeguarding

- Work alongside the Head of Operations to support the overall delivery of company strategy for safeguarding.
- Provide support, guidance and advice to Nursery Management teams related to child protection and/allegations against an adult.

Staffing and Deployment

- Deployment of staff across the group including rota oversight, management of staff costs and delivery of bank staff deployment to maximise on business objectives in terms of financials.
- Lead on the recruitment strategy for the group working alongside Nursery Manager's and other department heads with a view to achieve maximum recruitment/retention across the group.

Complaints

- Lead on all escalated complaints within the company relating to all business areas.

Operations

Debtors

- Ensure the debtors process is followed through consistently across the group working in collaboration with the Credit Controller.

Occupancy

- Promote opportunities for growth within existing nurseries working in collaboration with department heads and nursery management teams to maximise of occupancy opportunities.

Marketing

- Work in partnership with the Occupancy Manager to ensure the marketing strategy for the group is monitored and being undertaken to maximise business opportunities.

Childcare and Education

Quality Improvements

- Promote improvements to the delivery of high-quality childcare and education across the group

Ofsted

- Working alongside leaders and heads of departments, aiming for 'Outstanding' rating by Ofsted.
- When directed by the Head of Operations, attend Ofsted inspections to provide support to the whole team.

Training

- Deliver high quality training to Nursery Managers, Deputy Managers and other lead professionals in the group through meetings to motivate, engage and enhance the delivery of high-quality childcare and education Little Elms delivers to children and families.
- Identify training needs across the group and create bespoke training materials for dissemination across the group.

SENCO/Additional Needs

- Work alongside the Quality Manager to ensure stringent and consistent processes are in place and are being followed through efficiently in support of children with SEND or other additional needs.
- Act as support for managers and families through the admissions process in support of children with high level medical and/or SEND needs.

Research and Requirements

- Keep up to date on requirements within the sector related to childcare and education and communicate these to the Head of Operations.
- Continuously review new research in support of continuous company improvements in the delivery of high-quality childcare an education.

External Agencies

- Build and maintain good professional relationships with external agencies.
- Support Nursery Managers to establish partnership within their local community.

Communication

- Attend and play a lead role in the delivery of information at meetings within the group – including Managers, Deputy and Senior Team Meetings.
- Report weekly to the Head of Operations as directed.
- Ensure heads of department are kept well informed about issues and/or relevant information they may need to be aware of.

Line Management

- In the absence of the Head of Operations, the Operations Manager will act as direct line manager to all Nursery Managers.

- As directed by the Head of Operations, the Operations Manager will at times be responsible for directly line managing up to 3 Nursery Managers.

Policy and Procedure

- Lead on the amendment, review and introduction of policies and procedures across the group. This will include the delivery of any training required as part of any changes.
- Continuously review the implementation of existing policies and procedures within all nurseries during visits.

Projects

- Take the lead on project work as directed by the Head of Operations.
- Identify the need for future projects within the business and share with the Head of Operations.

Health and Safety

- Take the lead on project work as directed by the Head of Operations.
- Identify the need for future projects within the business and share with the Head of Operations.
- Liaison with HSE as and when required.

4. Assignment and Review of Work

- Requests for work will mainly come from Head of Operations, HR Manager or Company Directors.
- It is an expectation that work will not need to be reviewed or checked. This post holder is expected to identify for themselves if/when they may require advice and/or training in order to meet required standard of work

5. Decision Making

- Any purchasing/expenditure decisions outside of existing agreed budgets must be referred to Head of Operations or Company Directors for approval.
- Any change to formal processes or policy decisions must be referred to Head of Operations or HR Manager as appropriate.

6. Selection Criteria

Knowledge, Skills & Experience

- Demonstrable experience within a senior management role, specifically with experience of multi-site management.
- Experience of managing new nursery openings at a senior level - specifically a demonstrable understanding of the challenges new nurseries face as well as pre and post opening requirements.
- Demonstrable successful experience in the recruitment of childcare and education professionals as well as experience of developing and implementing strategies to drive recruitment within a specific budget.
- Experience of reporting and presenting to Heads of Department and Company Directors.
- Secure and demonstrable understanding of finance management including staff costs, P+L's, management accounts, KPI's and Early Years Funding.
- Experience of complaint management at a senior level once escalated. An ability to demonstrate effective conflict resolution and complaint management skills.

- Experience of coaching, mentoring and advising Nursery Managers to enable them to improve practice and develop their own skills.
- Experience of handling conflict and having difficult conversations with leaders up to Nursery Manager level.
- Experience of creating and delivering relevant and engaging training programmes for leaders.
- Experience of successful engagement and partnership with external agencies including Local Authorities (LADO, MASH, social workers, Early Years Support teams), Insurers and HMRC.
- Ability to lead and coach management teams to achieve 'Outstanding' Judgements from Ofsted.
- Demonstrable knowledge and experience in assessing risk – children, staff and business.
- Extensive knowledge and experience with health and safety management including requirements, good practice and reporting.

Person Specification

- Advanced communication skills, both verbal and written.
- Strong organisational skills, along with the ability to manage own workload with limited supervision
- Interpersonal skills, with the ability to build effective relationships with colleagues, external agencies, clients and children.
- Ability to cope with change in a fast-paced environment
- Ability to work under pressure and with ever changing priorities
- Act as a positive role model in all areas of business
- A keen problem solver with the ability to make sound and just decisions
- An individual who can make rational, informed and sound decisions whereby problems may be complex and conflicting in their nature
- A self-driven individual

The nature of this role requires flexibility and therefore you will be required to adjust your working hours and location to meet business needs. For example early starts, late finishes or evening/weekend working as reasonably required