



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Children's Centre Manager
GRADE:	POA
POST NO:	post specific
JOB TIER:	4
DBS CHECK:	Enhanced
DIRECTORATE:	Social Care
DEPARTMENT:	Child and Family Development Service

REPORTING STRUCTURE

Reports to:	Locality Lead - Children's Centres
Direct Reports:	post specific
Indirect Reports:	post specific

ROLE PURPOSE:

To provide day to day management and oversight of the delivery of children's centre services, in accordance with resident needs.

To be responsible for the premises management of multiple sites, ensuring buildings are kept in good repair and comply with Health and Safety standards.

Safeguarding and promoting the welfare of children through the work of the Centres and in the wider community.

A. Job Description

1. People Management

- To manage the process of selecting, developing and performance managing the Children's Centre Team in line with the Council's HR policies.
- To ensure all team members including student placements and volunteers receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- To coordinate service programmes delivered by third parties where required.

2. Customer Management

- To ensure that the needs of clients who benefit from the programme offer are met in accordance with the Customer Care standards of the Council.

3. Operational Service Delivery

- To manage the delivery of the Children's Centre programme across multiple sites, as part of the wider locality offer and to ensure its success as a high quality, integrated service for children and their families.
- To manage the programme offer within the wider context of the Child and Family Development Service and act as a reference point for a network of family support services in the locality.
- To work with other services and partner agencies to ensure vulnerable and isolated families in the locality are identified and supported to access and benefit from the service provided by the Centre and its partners.
- To work effectively with other agencies in the area, in particular Health Services, Employment Support Services, Social Care and third sector partners so that families receive the integrated support they require.
- To ensure key early help principles and practices are applied with particular regard to the adoption of the lead professional role and use of the early help assessment and team around the family processes.
- To work creatively and with vision to ensure that children and families have the opportunity to feel part of the Centres and can access services to better meet their needs.

- To be part of wider locality network that adopts a multi-professional team approach to the provision of child and family development services in the children's centre locality.
- To ensure the provision of high quality family support and early learning in the Centre which makes efficient and effective use of available resources and which reflects the diversity of the community.
- To work co-operatively across services in accordance with the Council's Vision and Values. To contribute to cross-service and Council initiatives as required.
- To promote a high quality and emotionally secure, consistent, warm, supportive, creative and challenging environment within the Centre, for Children and their families.
- To ensure the statutory requirements for the provision of children's centre services are met.
- To carry out regular reviews of policies and programmes within the Centre, as directed by the Children's Centre Locality Lead.
- To work with partner agencies in order to provide a collaborative response to need through the use of early help assessments and the Team around the Family approach where necessary.
- To motivate and lead a staff team and develop the best possible practice and policy to meet the needs of children and families by maintaining and developing professionally sound interaction between families.
- To ensure all staff within the team are appropriately trained and professionally developed to maintain the highest standards and to provide parenting advice and support and a non-judgemental approach.
- To monitor of the quality of provision through observation of all staff as part of a performance management system to ensure that children's progress is supported and extended in the best ways possible.
- To be responsible for the premises management of multiple sites, ensuring buildings are kept in good repair and comply with Health and Safety standards.

4. Service Planning & Development

- Contribute to the process of ensuring that the Locality Plan, aligned to the Group / Service Plan, is developed, agreed and communicated to team members in a timely manner.

- Ensure clear written agreements are in place where appropriate, covering all aspects of partner service delivery with performance and response levels, together with the escalation process if these are not met.
- Ensure that the programme offer of the Centres is planned and developed in accordance with strategic and local needs assessments and locally determined priorities as identified through locality activity.

5. Financial & Resource Management

- To take responsibility for the effective management of any delegated budget and associated resources.
- To ensure all purchasing and procurement is conducted in line with corporate guidelines, with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Continuous Improvement

- Establish a culture of continuous improvement through the monitoring of team and individual performance and productivity, ensuring the delivery of Service priorities.
- Contribute to the management and implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- To ensure that the service programme offer is provided to a high quality and agrees with the service purpose, aims and objectives.

7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies.
- The post-holder will also be in contact with partner agencies and community groups with a view to ensuring effective multi-agency and professional delivery of the service offer.
- Attend meetings as and when required to ensure professional on-going links with local partners including participation in the wider governance process of the children's centre programme.

8. Additional Responsibilities

- To work in collaboration with internal and external partners to ensure centre-based assets are fully utilised.
- To work in collaboration with colleagues and partners to ensure the programme offer is delivered and communicated as part of an integrated locality offer.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed performance targets with Service and Locality Plans.
- Delivery against role specific input, output and outcomes targets.

B. Person Specification

Children's Centre Manager

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
NVQ level 3 or above qualification in early years education and care, or a recognised qualification in a related profession e.g. social work, education, youth work, child and family development	✓	
A management qualification such as National Professional Qualification in Integrated Centre Leadership, ILM (or equivalent)		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service - postholder will be assigned to one establishment, but may be required to cover other sites	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Demonstrable experience of working within an early years environment or other relevant experience	✓	
Demonstrable experience of coordinating services for families with young children, including leadership of staff and management of premises	✓	
Experience of working with families with complex needs	✓	
Experience of training adults	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Knowledge and understanding of the educational, developmental and health needs of children under five	✓	
Knowledge and understanding of the support needs of parents and families of young children	✓	
Understanding of general Health and Safety requirements in relation to the running of childcare services	✓	
Knowledge of the issues impacting on the lives of children, young people and families, particularly the vulnerable	✓	
Knowledge of policy, legislation and theory in relation to: <ul style="list-style-type: none"> the provision of early intervention and prevention services in general early years education, childcare, family support in particular 	ü	

Knowledge of appropriate legislation and standards including Ofsted Standards	✓	
Knowledge of safeguarding and child protection policy and practice	✓	
Knowledge of evidence based interventions which support intervening early to support children, young people and families	✓	
Knowledge of operational planning and managing change	✓	
Knowledge of ways to efficiently monitor and evaluate performance to improve service outcomes	✓	
Skills and ability to manage complex services and target resources effectively in an environment of competing priorities	✓	
5. BEHAVIOURS	ESSENTIAL	DESIRABLE
RESPECT Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful. Treats all customers and colleagues with dignity and respect according to their individual needs. Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Demonstrates active listening skills, shows compassion and takes ownership.	✓	
COLLABORATIVE Adopts a 'One Council' approach to service delivery. Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions. Actively participates in learning activities and applies new knowledge and skills in the workplace.	✓	
EFFICIENT Gives clear information about service standards and timescales. Plans, prioritises & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Solution focused, challenges existing practices and suggests new ways of doing things.	✓	
INTEGRITY Aware of Local Government purpose. Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.	✓	
OPEN AND HONEST Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. To be open and honest.	✓	