

Service Manager (Childcare Services)			
Reference No:	A5034		
Service:	Childcare Services		
Job Family:	Childcare/Early Years	Grade:	FC11

Purpose
To lead and manage the Childcare Services functions, ensuring the delivery of consistent, high quality and customer focused services that promote and implement the Council and Directorate's aims and values. Responsible for leading teams of employees to develop policy, design strategies, and deliver Childcare Services across the Directorate and Council which are effective and efficient, provide high quality care, play and learning opportunities to children & families throughout Fife, through joint working and creative collaboration across public, voluntary and independent sectors.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Responsibility for leading Childcare Services and functions. This includes leadership, coordination and development of out of school care and creche services provided and operated by Fife Council, ensuring high quality, effective use of resources and compliance with Care Inspectorate and other legislative requirements. This involves making sure that the vision, policies, strategies and priorities are set, delivered, monitored/evaluated and that service levels and customer satisfaction are continually improved. Lead the provision of Childcare Services, enabling the continued delivery of quality services, including responsibility for finance, workforce planning & development, personnel administration,	Proven strategic thinking with experience of translating strategy into deliverable plans Ability to manage conflicting demands Organisational skills	✓ ✓ ✓	

Role Profile

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operational management, facilities management, risk management & compliance, including H&S and Care Inspectorate requirements. Lead the development and delivery of the Childcare Services policies and procedures to meet Care Inspectorate, H&S, financial audit, environmental health, transportation of children and compliance strategies, ensuring these are embedded throughout the Services and that appropriate processes are in place to manage H&S and risk. Providing advice and guidance to managers in relation to complex child wellbeing and child protection cases. Ensure effective business continuity, financial and contract compliance processes are in place. Develop strategies, supporting systems, policies, procedures and processes consistent with legislative requirements and the needs of Childcare Services and support their consistent application. Manage and reduce operational/strategic risks.			
Contribute to the achievement of the key priorities and milestones set out in the Council Plan, the Directorate Improvement Plan, as well as other relevant national and local strategies. Deliver performance outcomes that meet national, local, directorate and service targets.	Educated to SCQF level 9, which includes a Degree or equivalent in Childhood Practice, Community Education, Business Administration, Social Work, Teaching or equivalent relevant professional qualification.	✓	

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Develop and cultivate relationships with relevant stakeholders within the Council, partner agencies and external providers, in order to identify requirements, synergies, potential efficiencies and solutions. Provide consistent, high quality and customer focused services to the Council, educational establishments, services and partners.	Significant post qualifying experience of working in early years, childcare, education or community development coupled with significant professional experience in a management role. High level of political awareness and requirements for public accountability in a public sector organization A record of success in translating corporate and organisational policies into effective business strategies and practices, delivering the required standards Customer service skills Ability to develop and maintain effective relationships	✓ ✓ ✓ ✓	
Lead a co-ordinated business-focused approach to Service provision while delivering and maximising the efficient and effective use of physical, financial and staff resources available. Managing a team of Childcare / Crèche Managers, with responsibility for a large team of staff in the Out of School Care / Crèche Services and the Business Development Officer.	Leadership skills	✓	
Provide professional leadership and support to teams, and others, through personal and team development; coaching; managing	Proven staff management of significant team size Evidence of supporting staff development	✓ ✓	

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attendance, performance and conduct; project work and fostering knowledge sharing within and across teams. Ensure strong relationships within teams, offering guidance, support and direction on service delivery, professional and HR issues.	Team building skills Ability to motivate others to perform to the highest standards	✓ ✓	
Manage and analyse performance levels for the relevant functional areas: in relation to team performance and the performance of Services across Fife, developing and implementing solutions for continuous improvement. Conduct audits, business health checks and regular self-evaluation of out of school childcare and crèche services to ensure that services are being developed in the most effective and efficient way, and that an improvement agenda is in place. Monitoring FCEYS service delivery through consultation with children and parents/carer's using a variety of techniques and customer surveys.	Analytical skills Evidence of driving change in designated area Initiating and managing continuous improvement	✓ ✓ ✓	
Build strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and wider community. Develop and implement opportunities to work more effectively with partners.	Track record of collaborative working Experience of working with partners in both public and private sector	✓ ✓	
Identify, monitor and achieve relevant quality standards, represent the Council, Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills / confident delivery style	✓ ✓	

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Contribute to and represent the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (e.g. COSLA, Car Commission, Scottish Government, professional bodies, etc.) Respond to any external evaluation of services, for example Care Inspectorate reports, by implementing recommendations and creating development plans.	Experience of actively working in the national arena, and sharing best practice with other Councils and organisations	✓	
Work with elected members on a regular basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders, or politicians	✓	✓
Ensure project and policy compliance with legal, regulatory, professional body and social requirements.	Ability to analyse problems and determine creative and practical solutions Ability to demonstrate project work delivering efficiencies or savings	✓ ✓	
Manage change within Services, with employees and external partners as required. Report on a regular basis to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change	✓	
Contribute to the wider development of the Service and Directorate as a member of the extended Directorate Leadership Teams.	Track record of contributing to change outside of immediate area of responsibility	✓	
Lead the development of Health and Safety, Risk and Business Continuity management policies and processes across Services and manage the H&S of staff within the team.	Understanding and experience of Health and Safety	✓	
Prepare and manage budgets and deliver agreed savings and efficiencies, ensure compliance at all times with the Council's financial regulations.	Financial management skills IT Skills	✓	

E = Essential Criteria D = Desirable Criteria

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		✓	
Ensure compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Deputise for the Head of Service in their absence and participate as a representative of both the Directorate and Service Management Teams in all matters relevant to the efficient and effective management of Childcare Services.			
Deliver contact services for schools, services, parents and stakeholders which allow customers to easily interact with the council by phone, in person and online. This includes management of: • customer service delivered for Childcare Services across Fife • face to face enquiries and telephone contact • contact through social media (e.g. facebook/twitter) • online contact through fifedirect	Experience of managing significant service functions	✓	
Use learning from customer experience to continually improve the quality of services delivered to customers, from the point of contact through to service delivery and identify/prompt improvements to policy or practice which might be needed across the Directorate and council. Work regularly with senior council officers (Chief Executive, Executive Directors, Heads of Service) and with elected members (including Council Leader, Depute Leader and Administration Portfolio Holders) on all aspects of service delivery to ensure that levels of service are efficient and give customers easy access to the services they require.	Experience of driving organisational change informed by customer experience Experience of working with elected representatives Understanding of the issues arising from working with nonexecutive stakeholders, or politicians	✓ ✓	✓

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
- Skills Framework (if applicable) How we work matters	Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values. Please refer to How We Work Matters Guidance to learn more.

