



# Role Profile

## TEAM MANAGER – CHILDCARE SERVICES

Reference No.	A4501	Type	Individual
Service	Education		
Job Family	Team Manager 3	Grade	FC10

## Purpose

The post is to provide strategic leadership for Fife Childcare Services, providing high quality care, play and learning opportunities to children and families throughout Fife through joint working and creative collaboration across public, voluntary and independent sectors.

This includes management, co-ordination and development of out of school care and crèche services provided and operated by Fife Council, ensuring high quality, effective use of resources, and compliance with Care Inspectorate and other requirements.

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<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Outlining the strategic vision for childcare service, formulating goals and aims, determining priorities and establishing quality standards to be achieved.</p> <p>Representing Childcare Services on relevant groups, sub-groups and partnerships as directed by the Education Manager. Any such groups will have a strategic focus in relation to coordinated approaches to meet the needs of children and their families, and ensure that there is best value in the delivery of children’s services.</p> <p>Providing advice and guidance to managers in relation to complex child wellbeing and child protection cases.</p>	<p>Educated to SCQF level 9, which includes a degree equivalent qualification e.g. Community Education, Social Work, Teaching, Childhood Practice or Business Administration. <a href="http://www.scqf.org.uk/framework-diagram">www.scqf.org.uk/framework-diagram</a></p> <p>Significant post qualifying experience of working in early years, childcare, education or community development coupled with significant professional experience in a management role.</p> <p>Experience of staff management</p> <p>Experience in managing child protection (Take Ownership – See “How We Work Matters” Framework)</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Overseeing the operation of Fife Council’s Out of School Care and Crèche Services, ensuring efficient use of resources, appropriate location of services, and sustainable operational arrangements.</p> <p>Establishing policies and procedures to meet Care Inspectorate, health and safety, financial audit, environmental health, transportation of children, and other Fife Council requirements for out of school care and crèche services and periodically review and update these to take account of changes in legislation and good practice.</p> <p>Liaising with the Professional Development Officer and if required arranging suitable training to ensure childcare and crèche staff meet all requirements, including those required for registration with the Scottish Social Services Council.</p> <p>Providing robust business plans in relation to any proposals to develop new out of school childcare and crèche services.</p>	<p>Experience in the delivery of efficient and effective services in line with legislative requirements (Deliver Results)</p> <p>Knowledge of national and local policy and how they relate to service provision</p> <p>Experience of financial management and budgeting</p> <p>Knowledge of current Health and Safety / Food Safety legislation and how it applies in a childcare setting</p> <p>Experience in workforce development (Work Together)</p> <p>Experience of producing business plans (including financial forecasting) (Deliver Results)</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>

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<p>Undertaking the financial management of out of school childcare and crèche services operated by Fife Council.</p> <p>Overseeing the operation of the Fife Childcare fees system ensuring clear lines of accountability and customer focus.</p>	<p>Experience of financial management and budgeting</p> <p>Knowledge of income generation activity and its importance in terms of long term sustainability (Embrace Technology and Information)</p>	<p>✓</p> <p>✓</p>	
<p>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.</p> <p>Developing and implementing effective monitoring procedures to meet the audit requirements of internal/external funding bodies.</p> <p>Conducting 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.</p> <p>Monitoring FCEYS service delivery through consultation with children and parents/carers using a variety of techniques and customer surveys.</p>	<p>Management and supervisory skills (Work Together)</p> <p>Knowledge and experience of developing quality assurance systems</p> <p>Experience of using IT (Embrace Technology and Information)</p> <p>Knowledge of a variety of consultation techniques (Focus on Customers)</p>	<p>✓</p> <p></p> <p>✓</p> <p></p>	<p></p> <p>✓</p> <p></p> <p>✓</p>
<p>Responding to any external evaluation of services, for example Care Inspectorate reports, by implementing recommendations and creating development plans.</p> <p>Investigating and resolving complaints, dealing with disciplinary and grievance matters; staff performance and conduct issues.</p>	<p>Knowledge and understanding of National Care Standards and how they impact on service delivery - (Take Ownership)</p> <p>Experience in managing complaints in a customer focused manner and conflict resolution (Focus on Customers)</p>	<p>✓</p> <p></p>	<p></p> <p>✓</p>

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<p>Carrying out duties in accordance with Fife Council policies and procedures.</p> <p>Participating in appropriate/necessary training and/or Continuing Professional Development.</p> <p>Participating and on occasion leading in team meetings, staff development programmes, and support meetings through contribution management with supervisor.</p>	<p>(Working Together)</p> <p>Presentation Skills</p> <p>Experience of chairing meetings</p>	<p>✓</p> <p>✓</p>	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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**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:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results

