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| Role Title | Education Enrichment & Childcare Operations Manager |
| Job Family | Education Operations and Performance |
| Competency Level | Principal Officer/Manager |
| Pay Scale | PO8 |
| Purpose | |
| <p>To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.</p> <p>To deliver the above requirements in relation to:</p> <ul style="list-style-type: none"> • Meeting the Councils statutory duty to secure free early education and childcare places to children under 5 who are eligible for a place, as well as childcare for children aged 0 to 14 or up to 18 for disabled children, by: <ol style="list-style-type: none"> 1. creating and retaining high quality places by working with potential providers and existing providers 2. commissioning high quality providers 3. delivering information advice and training which empowers providers to remain financially sustainable and provide quality places that comply with business related statutory requirements. • Deliver grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children • Meeting the Councils Statutory Duties in relation to encouraging, monitoring and reporting on participation in early learning and childcare and post 16 education services by CYP • Meeting the Councils statutory and non-statutory requirements with regards to communication with internal and external stake holders • Providing a range of business operations/support services across the education service <p>Support the Head of Education Operations & Payments, deputising when required</p> | |
| Generic Accountabilities | End Results/Outcomes |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service. |

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| <p>Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.</p> | <p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> |
| <p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p> | <p>Improvements are developed and delivered effectively. Stakeholder requirements are met.</p> |
| <p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p> | <p>Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.</p> |
| <p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p> | <p>Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p> |
| <p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p> | <p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.</p> |
| <p>Ensure the successful implementation of health and safety legislation, policies and practices.</p> | <p>Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.</p> |
| <p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p> | <p>All policies and procedures are complied with.</p> |

| Job-specific Accountabilities | End Results/Outcomes |
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| <p>Develop service plans to meet strategic business goals. Ensure compliance with internal / external standards.</p> | <p>Service plans and targets for area of responsibility are developed based on the Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p> |
| <p>Work in partnership with the Sufficiency Manager to deliver the Council's statutory duty to produce childcare sufficiency assessments based on a range of qualitative and quantitative data</p> | <p>Childcare sufficiency report produced and published, annually as a minimum</p> |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements in relation to creating and retaining high quality early education and childcare places by working with potential providers and existing providers</p> | <p>Sufficient high-quality childcare places are available for those who wish to take up a place in their chosen locality at the times that they need them</p> <p>Sufficient and sustainable wrap around childcare, before and after school and during holiday periods, within the borough for children aged 0-14, or up to 18 for disabled children whose parents are working or undertaking work-related training is available</p> <p>Providers and Schools have access to support, advice and training as well as development opportunities that lead to strong leadership & governance, financial sustainability and quality service delivery.</p> <p>Early Years, Childcare providers and Schools providers meet their legal, statutory and contractual requirements, particularly those around business functions.</p> |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements in relation to creating and retaining high quality early education and childcare places by</p> | <p>Sufficient high-quality childcare places are available for those who wish to take up a place in their chosen locality at the times that they need them</p> <p>Sufficient and sustainable wrap around childcare, before and after school and during holiday periods, within the borough for children aged 0-14, or up to 18 for disabled children whose parents are working or undertaking work-related training is available</p> |

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| <p>commissioning high quality providers</p> | |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements in relation to creating and retaining high quality early education and childcare places by delivering information advice and training which empowers providers to remain financially sustainable and provide quality places that comply with business related statutory requirements</p> | <p>Providers and Schools have access to support, advice and training as well as development opportunities that lead to strong leadership & governance, financially sustainability and quality service delivery.</p> <p>Early Years, Childcare providers and Schools providers meet their legal, statutory and contractual requirements, particularly those around business functions.</p> |
| <p>Lead on the development and implementation of a quality assurance process regarding business requirements for childcare providers and schools who wish to be commissioned by the LA to deliver Free Early Education Entitlement (FEEE) places and providers who are commissioned to deliver activity/enrichment activities in line with statutory guidance.</p> | <p>Appropriate services are commissioned and deliver the required outputs and outcomes.</p> <p>Quality of provision is improved</p> <p>Contracts are awarded based on DfE Early Years Foundation Stage and statutory requirements and also in line with value for money principles.</p> |
| <p>Lead on the process to issue funding agreements to childcare providers and schools who wish to be commissioned by the LA to deliver Free Early Education Entitlement (FEEE) places and providers who are commissioned to deliver activity/enrichment activities in line with DfE requirements and LA commissioning requirements.</p> | <p>Funding agreements are in place for all settings approved to deliver FEEE places</p> <p>Appropriate services are commissioned and deliver the required outputs and outcomes. Contracts are effectively monitored and provide evidence of continuous improvement</p> |
| <p>Lead on the development and implementation of monitoring of</p> | <p>Contracts are effectively monitored and provide evidence of continuous improvement.</p> |

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| <p>compliance with FEEE Funding agreements or contractual requirements and associated Team Around the Setting and Provider Risk Register procedures</p> | <p>Quality of provision is improved</p> <p>Process in place to identify, support and take appropriate intervention/cessation process action where providers are found to be non-compliant with FEEE Funding agreements, contractual requirements and/or statutory guidance.</p> <p>Non-compliance as well as poor quality and/or unsafe provision is addressed in line with statutory guidance.</p> |
| <p>Act as Co-Ordinator/Lead/Project Manager in line with Council and/or DfE requirements as required in order to deliver the outcomes and impact in relation to grant funding received for specific projects</p> | <p>Projects to deliver grant funded programmes are effectively delivered and result in full grant payment due to delivery of grant outcomes and impact</p> |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements in relation to encouraging, monitor and report on participation in early learning and childcare and post 16 education services by CYP</p> | <p>Council complies with Raising the Participation Age data collection by leading on the input for September Guarantee, Activity Survey, and monthly DfE participation returns</p> <p>Council complies with Raising the Participation Age duty to maintain a tracking system</p> <p>Information on NCCIS and IYSS Core + information systems are accurate and compliant with required DfE standard</p> <p>The number of young people who are NEET is below London and/or national averages</p> <p>A support/brokerage service is provided for children young people (and their parents/carers as appropriate) wanting to take up education, employment or training including children/young people with special educational needs or a disability.</p> <p>Timely and accurate submissions are made to the DfE and others as required</p> |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures that ensures service delivery meets strategic, legislative and Government policy requirements as well as</p> | <p>Details of the Councils Local Offer is published in line with statutory requirements</p> <p>Parents/carers and prospective parents/carers can access online, or are provided with, comprehensive and up to date information about childcare, including school-aged childcare, and early education, including free places in their area in line with statutory requirements</p> |

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| <p>non- statutory requirements in relation to a communication strategy with internal and external stakeholders</p> | <p>Effective arrangements are in place to communicate with Ofsted registered childcare providers, schools and other internal and external stakeholders.</p> |
| <p>Develop a strategy for the Operations service, implement long and short term service plans and contribute to the development of policies and procedures in relation to delivery of a range of business operations and financial support to the wider Education Service</p> | <p>Business operations and financial support provided to the wider Education Service, including procurement, performance and planning, in line with LA and statutory requirements</p> |
| <p>Collate and analyse a range of information in order to produce and present a range of accurate performance and financial reports in relation to area of responsibility in partnership with internal and external partners as appropriate for relevant statutory returns as well as Schools Forum, Scrutiny, Cabinet reports and other meetings and boards as required</p> | <p>Statutory requirements are met.</p> <p>High quality accurate returns are submitted to the DfE which accurately reflect the Waltham Forest picture and maximise income</p> <p>expert advice, guidance and support on complex issues is provided to Senior Managers, Members and others on issues relevant to the service area</p> <p>High quality service information and performance data is produced which accurately reflects the Waltham Forest picture which is used to inform Education</p> <p>Service planning as well as services planning for internal and external stakeholders</p> |
| <p>Co-ordinate timely and appropriate responses to complaints, FOI's, SAR's, MP and Cllr enquiries in relation to area or responsibility in line with service procedures</p> | <p>Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers /stakeholders are satisfied</p> |
| <p>Co-ordinate quality assurance responses to politically sensitive and/or complex complaints or requests for information for area of responsibility</p> | <p>High quality accurate and timely responses to requests from senior leaders within the Council, MP's Councillors, Senior Leaders within schools and other stakeholder organisations and members of the public are provided</p> |
| <p>Lead on delivery of policies and procedures to collate evaluation and performance management information that will measure the outcomes and impact of area of responsibility , which in turn informs the wider Education</p> | <p>The level of customers /stakeholders satisfaction is monitored and appropriate actions taken to address concerns.</p> <p>There are strong links, partnerships and collaborative working arrangements</p> |

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| <p>service planning and strategic vision.</p> | <p>Service planning and strategic vision is evidence based</p> |
| <p>Lead on delivery of policies and procedures in order to ensure effective quality assurance mechanisms and systems are in place.</p> | <p>Policies, procedures and controls ensure that the service is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.</p> <p>Ensure working practices and processes are developed that maximise efficient and effective delivery of services.</p> |
| <p>Ensure services commissioned from internal services and/or external providers are in line with strategic, service and statutory requirements and achieve best value</p> | <p>Procurement/engagement processes are in line with Council policies and procedures Clear Scope/specification Clear/SMART KPI's, outcomes and impact requirements Arrangements in place to deal with under performance/non compliance</p> |
| <p>To keep up to date with legislation, policy and changing environment/population behaviour.</p> <p>Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders in relation to area of responsibility</p> | <p>High quality accurate and timely communication provided to Heads of Service and and senior representatives from external organisations other stakeholder organisations and members of the public</p> <p>Provide expert advice, guidance and support on changes necessary due to legislation, policy or guidance changes.</p> <p>Provide advice and guidance to Senior leaders regarding implications of changes.</p> <p>Be aware of how changing demographic impacts on strategic and service plans and provide evaluation and advise accordingly</p> |
| <p>Lead on the progression of the Digital by Default agenda and identify areas where ICT can be used more effectively to improve service delivery and provide required outcomes</p> | <p>A range of efficient digital processes identified and implemented.</p> <p>A digital claim and payment system developed and implemented</p> |
| <p>Lead on delivery of policies and procedures in order to ensure that service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements</p> | <p>Service is delivered in line with the Council's and statutory equality, diversity and inclusion requirements</p> |
| <p>Publish, record and retain information in line with General Data protection Regulations (GDPR), equality and disability requirements</p> | <p>Information is published, recorded and retained in line with General Data protection Regulations (GDPR), equality and disability requirements</p> |

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| Nature of Contacts |
| <p>Frequent contact with Head Teachers, Governors, School Business Managers, Managing Directors and Trustees from external organisations in both the public and private sector, as well as Heads of Service, and senior representatives, providing expert advice, guidance and support on complex issues.</p> <p>Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.</p> <p>High levels of tact, sensitivity and diplomacy is required.</p> <p>Develop persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.</p> <p>Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.</p> |
| Procedural Context |
| <p>Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.</p> <p>Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.</p> <p>Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.</p> <p>Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.</p> <p>Occasionally the post will be expected to work from other locations.</p> <p>Post holder will oversee operational decisions.</p> <p>Reports to Head of Education Operations and Payments</p> |
| Key Facts and Figures |
| <p>Enable others to understand changes and developments in relevant area and learn new processes / procedures.</p> <p>Responsible for ensuring contractors / providers deliver to agreed standards.</p> <p>May manage project teams of both internal staff and external contractors / consultants</p> |

Resourcing

Budget Responsibilities: Deliver service within allocated service budget

Supervisory Responsibilities: Direct line management of up to 5 people

Knowledge, Skills and Experience

- Experience of successfully undertaking a leadership/management role which lead on delivering a Council's statutory requirements relating to securing free early education and childcare places to children under 5 who are eligible for a place, as well as childcare for children aged 0 to 14 or up to 18 for disabled children, by creating and retaining high quality places by working with potential providers and existing providers, commissioning high quality providers and delivering information advice and training which empowered providers to remain financially sustainable and provide quality places that comply with business related statutory requirements.
- Experience of successfully undertaking a leadership/management role which lead on delivering grant funded programmes related to early education and childcare and out of school/enrichment activities for school age children
- Experience of successfully undertaking a leadership/management role which lead on delivering a Council's statutory requirements relating to encouraging, monitoring and reporting on participation in early learning and childcare and post 16 education services by children and young people
- Experience of successfully undertaking a leadership/management role which lead on delivering a Council's statutory requirements relating to meeting the Councils statutory requirements with regards to communication with internal and external stake holders
- Experience of successfully developing and implementing an effective communication strategy in relation to internal and external stake holders
- Experience of providing a range of information advice and training to Early Years, Childcare providers and Schools regarding running sustainable businesses which comply with statutory requirements.
- Significant experience in developing and implementing strategic plans and evaluating their impact, seeking continuous improvement and associated challenges
- Knowledge of project and performance management and a track record of delivering projects using data informed decision making.
- Experience of translating organisational vision into department/team priorities and service plans
- Ability to demonstrate effective involvement of stakeholders in service development and delivery, harnessing the benefits of partnership working by persuading, convincing and negotiating.
- Experience of monitoring service performance against national service, council performance targets and other service providers
- Experience of using complex, multi-source data to identify areas for improvement and gain efficiencies
- Experience of identifying innovative solutions that transform the flexibility, responsiveness and quality of the service
- Experience of commissioning and contract monitoring services

- Experience of using digital opportunities to identify areas where ICT could be used more effectively to improve service delivery and provide required outcomes
- Strong analytical skills and ability to interpret and utilise data and experience of collation and analysis of complex information in order to produce accurate information, performance and financial data and reports at a high level.
- Awareness of local, regional, and national educational issues and legislation, including wider local government issues and the political context in which it operates.
- Experience of using an understanding of political agenda to create effective solutions and drive improvements
- Effective ICT skills

Indicative qualifications

Educated to degree level or equivalent standard in the areas of accountancy and/or business

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.