**Role Title:** Operations Manager

**Department:** Childcare

About the role:

As Operations Manager you will work and report directly to the Head of Operations, working in unity with your peers and providing direction, guidance, leadership and expertise to the Nursery Management teams.

You will demonstrate outstanding leadership and management skills, bring enthusiasm and creativity, underpinned by a commercial understanding and excellent communication skills. On behalf of the Head of Operations, you will be accountable for delivering the full operational strategy as defined by the Groups business plan, you will be able to see the bigger picture and plan ahead whilst being hands on as needed to ensure our operations run smoothly by providing leadership for daily activities across all functions.

You will play a pivotal role for ensuring that all performance standards are met consistently whilst having a major impact on performance improvement and professional development, productivity, efficiency, controls and profitability.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Society

What you’ll be doing

* Support the Head of Operations by positively contributing to the success to all aspects of the Childcare Group as defined by the Group’s business plan to include development, review, and reporting on the Group’s strategy
* Provide leadership and a professional perspective on all issues relating to the Childcare Group
* Ensure a joined-up approach with other departments across the childcare group and the society to support us to collectively achieve our goals
* To oversee operational implementation so that tasks and activities occur efficiently and to deadline, making certain that necessary changes, performance management and compliance are embedded for an efficient operation
* See to it that all operational policies and procedures are effectively implemented across your respective nurseries, making sure they are maintained and together with the Head of Operations that they are reviewed at appropriate intervals, are compliant with regulation and controls, supporting the group and society purpose whilst maintaining standards
* Lead up-to 20 Nursery Management teams to drive progress, focussing on exceeding KPI’s, holding account owners of deliverables within these plans, escalating where necessary to achieve these objectives
* Monitor results across your region and track attainment to KPI’s – provide adequate reports to the Head of Operations and other members of the senior team to aid effective management setting SMART targets for progression and improvement
* See to it that Nurseries are adequately resourced and use appropriate systems and risk management protocols
* Ensure necessary changes, performance management and compliance are embedded across your region for an efficient operation
* Check-in with your nurseries on a regular basis, keeping in touch through a variety of communication channels and carry out support, spot check and audit visits
* To work seamlessly together, providing families with an exceptional member experience to positively impact member satisfaction, retention, loyalty and partnership in line with the strategic and operational objectives
* Support the Marketing team with the successful delivery of an effective internal and external communications strategy; maintain and develop organisational culture, values and reputation with all colleagues, families, members, partners and regulatory/official bodies and actively promoting the society DOES values and importance of membership
* Tailer your approach to the learning, personalised development and career progression of your respective teams, nurture their skills and talents driving and attracting operational excellence – encouraging colleagues to be proud yourcoop advocates
* You will manage, coach, mentor and lead your respective managers
* Responsible for the workforce management, efficient and effective deployment across the estate
* Ensure appropriate succession planning is in place reducing key people risk and support the wider workforce strategy
* Create a culture of continuous improvement via engagement planning and quality checking
* Support the Excellence team in making sure that targeted educational support is effective across all nurseries and produces a quantifiable difference to the delivery of outstanding experiences across the group
* Support the delivery of robust and scalable processes to ensure that all nurseries continually deliver outstanding education and feedback from internal audit programmes are promptly responded to
* Establish, develop and maintain highly professional relationships with local authority departments, regulatory bodies, and external agencies, facilitating any inspections where required, ensuring all nurseries meet the requirements of the Early Years Foundation Stage and other statutory guidance.
* Have operational oversight of health and safety, risk management and GDPR compliance, working cohesively with the central support functions to maintain compliance and deliver improvement plans
* Be educated on all child protection and safeguarding practices, support your management teams with any child protection and safeguarding concerns, making sure they are acted upon immediately and appropriately
* Adhere to all regulatory requirements within area of responsibility, ensure that all team members understand their regulatory obligations and responsibility for implementation of commercial and business practices and that the administration correctly complied with
* Keep up to date with new thinking, legislation changes and your own professional development
* Actively supporting our Regional Community strategy through leadership and personal involvement
* Create an environment where everyone plays as a team, can achieve their full potential, are ambassadors of the Little Pioneers culture and values and thrives on feedback
* Be a role model for exceptionally high standards, never cutting corners
* Keep confidential all trading and other sensitive information both within and outside of work

In addition, all employees are expected to work within the terms of their contract of employment and adhere to Society policies and procedures.

About You

* Minimum level 3 qualification in Early Years, preferably level 4 or above.
* You will be an experienced leader and have a proven track record of successfully leading a team
* Experience in the early years sector of a minimum of 2-years
* A self-starter with a high energy approach and a desire to work in a fast-paced, change environment, you will be hands on and a natural problem-solver
* Proven ability for delivering an operational strategy
* Proven ability, to budget, manage expenditure within budgetary limits
* Good IT skills – Word, Excel and Power point. Experience of using technology and data to support performance improvement
* Be able to travel nationally
* Current drivers license

Behaviours

* You will be creative and an excellent communicator
* You will be a strategic thinker who challenges themselves and others
* Ability to work under pressure, manage your time effectively and work on your own initiative
* Self-motivated, ambitious and determined
* Strong leadership skills – proven ability to build and motivate highly successful, high-performing teams
* Passion and positivity for providing outstanding service and building strong relationships
* Good awareness of the importance of encouraging diversity
* A passion for social responsibility and environmental awareness
* Commitment to supporting the local communities
* Be a promoter of co-operative values both internally and externally and promote co-operative difference to members, customers and colleagues
* Gain commitment through encouraging society membership
* Build relationships with other co-operative societies

Scope

Reports to: Head of Operations – Childcare

Budgetary responsibility: Operations Managers are accountable for the delivery of their annual regional budgets (sales for between 15 and 20 nurseries, £15m - £30m), direct accountability for personnel and wage cost of sales and controlling expenses

Contacts:

Internal contacts

* COO
* Senior Management Teams
* Colleagues / Nursery Management teams
* Society overall – Trading Group and Support Functions

External contacts

* Strategic partnerships / Business relationships
* Contractors
* Suppliers
* Sector Organisations / Networks / Peers
* Professional bodies (Ofsted, Social Care, Police, Local Authorities, Early Years Advisors)
* Customers
* Members

Safeguarding:

* Co-op Childcare is committed to safeguarding the welfare of all children and expects all colleagues and volunteers to share this commitment. Safer recruitment training has been carried out and successful applicants will be required to provide evidence of their right to work in the UK and complete a health and suitability declaration along with criminal records checks, Overseas criminal records checks (where appropriate), background checks and 2 satisfactory references before starting work with us. We require all colleagues to join the DBS update service and monitor ongoing suitability through DBS status checks, suitability declarations and colleague reviews