**Part of the Co-op Midcounties family**

“We give back to communities and give members a voice that enables their children access to high quality education, inspirational teachers and imaginative learning environments that’s a perfect fit for every individual.”

**Role Title:** Nursery Support Manager

**Department:** Childcare

About the role

As Nursery Support Manager you will work and report directly to the Head of Operations and in conjunction with the broader childcare team. This vital role will involve travelling nationally, so you must enjoy the flexibility and be willing to work at different locations, providing short-term management coverage and support to our national network of nurseries.

You will play a pivotal role for ensuring that all performance standards are met consistently whilst working with the nursery teams and having impact on performance improvement, productivity, efficiency, controls, and profitability.

As an influential leader, you will work in unity with Regional Managers to move quickly to solve business problems at nurseries requiring intervention. Establishing positive working relationships, role modelling best practice and providing direction, guidance, leadership, and expertise to Nursery management teams.

You will relish the opportunity to work in a rapidly growing group and play a pivotal role with the successful integration of new nurseries.

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 Regional Operations team by positively contributing to the success to all aspects of the Childcare Group as defined by the Group’s business plan
* Provide leadership and professional perspective on all issues relating to any nursery you are providing short-term coverage and/or supportive intervention
* Adhere to all responsibilities outlined in the Nursery Manager role profile when providing short-term management coverage
* Execute intervention strategies as defined by Regional Operations for business-critical nurseries
* Works with Regional Operations to identify areas where process improvements can be achieved through improved workforce management and integration of current systems and process
* Check-in with nurseries as requested by the Head of Operations using a variety of communication channels, and carry out support visits, spot check and audit visits
* Create a culture of continuous improvement by executing plans that support colleague engagement and advocacy, improving stability and aiding retention
* See to it that nurseries are adequately resourced and use appropriate systems and risk management protocols
* Support pre and post-merger integration planning for acquisitions of going concerns and new development nurseries to ensure delivery against all governance requirements
* Act as a liaison, engages cross-functional teams to resolve problems, raise issues, solutions, and actions for management to ensure successful implementation of integration activities
* Ensure cultural integration of new colleagues, ‘providing advice and counsel to ensure a smooth transition enabling all people to feel welcomed and thrive
* Provide adequate reports to the Head of Operations and other members of the senior team to aid effective management setting of SMART targets for progression and improvement for nurseries you are providing support
* Ensure a joined-up approach with other departments across the childcare group and the society to support us to collectively achieve our goals
* Provide families with an exceptional member experience to positively impact member satisfaction, retention, loyalty, and partnership
* Be educated on all child protection and safeguarding practices, support all 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
* 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 driver’s license

**Behaviours:**

* Emotionally and culturally intelligent
* 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: As per Nursery Manager role profile when providing short-term coverage and some budgetary control for new nurseries whilst providing integration support

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