

Centre Director Position Description

Overview

The Centre Director is pivotal to Goodstart achieving its vision. Using the Goodstart Practice Guide and as the leader of the Centre, you will establish respectful and reciprocal relationships with families, and develop the Centre team to provide high-quality education and care.

It is our expectation that you actively work to ensure your Centre is the leading provider of early learning and care in your local market. You will role model excellent leadership to bring out the best in your people, build their capability and support them in making the Centre a safe and engaging place for children, families, and the team.

You will source best practice within the organisation and sector, leveraging this to develop and coach your team to deliver outstanding performance. Working closely with your team, you will ensure your Centre meets, as a minimum, the National Quality Standards (NQS), and deliver the required attendance, labour and overall Centre contribution results.

Key deliverables:

- Maintain a safe environment for children, families, team members, and all visitors.
- Ensure the Centre complies with the National Quality Framework (NQF) across all related areas.
- Manage Centre performance by applying strong business and financial discipline to meet targets and Assessment & Ratings results.
- Actively ensure you are attracting, converting, and retaining families by effectively managing enrolment enquiries, Centre tours, and orientations, and building respectful and reciprocal relationships with children and families.
- Lead, mentor, and support Centre team members and use and implement the Goodstart Practice Guide to ensure they provide high-quality early learning and care that meets or exceeds the NQS.
- Provide professional development opportunities for team members to drive improved outcomes for employees, children, and families.
- Use internal and external networks to ensure children and families have access to appropriate support networks.
- Drive continuous improvement of the Centre.

Reporting Lines

Department:	Operations
Reports to:	Area Manager
Direct reports:	Centre Team, Administrative Assistant (where allocated)
Internal relationships:	Early Learning Consultant, Early Childhood Teacher Program Manager, Professional Learning Consultants, Social Inclusion Co-Coordinator, Safe Work & Injury Consultant, People and Culture Assist, Professional Learning Consultant, National Inclusive Practice Consultant, Centre Support Office.
External relationships:	Children and families, community partners, government agencies and departments, Five D, Employee Assistance Program

The Goodstart Team

As one of the largest social enterprises in Australia, the Goodstart team educates and cares for 73,000 children from 61,000 families across 644 Centres in all states and territories of Australia. Our people are our

foundation; together we are working to ensure children have the learning, development, and wellbeing outcomes they need for school and life.

Accountabilities

1. Safety: Ensure a safe environment and culture.

- Manage the Centre team to maintain a healthy and safe environment.
- Identify and address risks and non-compliance in the Centre to ensure the Centre implements actions to resolve and prevent the re-occurrence of incidents.
- Manage and ensure Centre team follows Goodstart processes, policies, and procedures and complies with all legislation that applies to children, Centre team, and visitors.

2. Quality: Raise the quality of early learning.

- Ensure your Centre delivers on requirements of the NQF, including National Quality Standards (NQS), and compliance with laws, regulations, approved learning frameworks, and Goodstart's policies, procedures, and requirements.
- Ensure the Centre meets Goodstart's required standards and quality targets and actively works to be a leader in early learning and care provision.
- Use and implement the Goodstart Practice Guide to ensure high-quality program and practice across the Centre.
- Authentically develop, implement, and review the Centre's Quality Improvement Plan (QIP).
- Collaborate with internal and external stakeholders to improve the quality of care for families and children.
- Deliver, embed, and promote a collaborative Statement of Philosophy and Centre Vision.

3. Business: Apply strong business and finance discipline.

- Develop and implement plans to ensure the Centre meets targets including but not limited to attendance, labour, debt, Centre contribution, family conversion, and retention.
- Ensure the Centre is competitive and viable and effectively managed to deliver a quality education program.
- Communicate Centre financial, operational, and workforce data to area manager, Centre support office (CSO), and Centre team, and collaborate to lead and develop appropriate action plans.
- Lead development, implementation, and review of the annual Centre plan.
- Ensure the Centre adheres to financial delegations.

4. People: Attract, retain, and engage great people.

- Lead, motivate, develop, and mentor the team to deliver outstanding results for children and families.
- Hold accountable and develop the Centre team by providing clear direction and goals, regularly providing feedback.
- Lead, motivate, and mentor the Centre team to deliver outstanding results for children and families.
- Recruit and retain the right people for the right role and proactively manage succession.
- Effectively manage staff performance issues.
- Reward and recognise team performance, seeking best practice examples to improve Centre team performance.

5. Partnerships: Create and maintain productive and purposeful relationships.

- Develop respectful and reciprocal relationships that respond to family needs and expectations within Goodstart guidelines to deliver better outcomes for families and children.
- Actively plan to improve conversion and retention rates of families.
- Implement effective communication strategies to meet the needs of families.
- Lead and sustain collaborative internal and external partnerships and share best practice models.

6. Inclusion: Ensure access, active participation, and inclusion of all children and families.

- Lead the Centre’s commitment to Goodstart’s Inclusion goal and ensure access for all children and families.
- Support the Centre Director to ensure families and children especially those experiencing vulnerability can meaningfully participate within the program.
- Know and access available resources and services (internal and external) to support inclusion.

7. Change: Drive continuous improvement to realise Goodstart’s Vision, Purpose, and Strategic Priorities.

- Lead and communicate change initiatives so Goodstart’s Purpose and Strategic Priorities are adopted consistently throughout the Centre.
- Drive the continuous improvement agenda for the Centre, leveraging best practice examples to encourage appropriate innovation.
- Maintain currency of early years knowledge.
- Lead the continuous improvement agenda for the Centre.

Behavioural Expectations

Professional Work Standards	<ul style="list-style-type: none">– Demonstrate the highest levels of honesty and integrity.– Model the expected standards of behaviour as described in the organisation’s Principles and Code of Conduct.– Comply with Early Childhood Code of Ethics.
Accountability	<ul style="list-style-type: none">– Take responsibility for personal work outcomes.– Hold self and Centre team accountable for their performance– Deliver a strong culture of professional performance.– Actively find solutions to problems.
Interpersonal Skills	<ul style="list-style-type: none">– Build and maintain meaningful relationships by adopting the most effective approach to deal with people and situations.– Use effective communication methods to meet the needs of the audience and ensure mutual understanding.– Demonstrate effective conflict resolution and crucial conversation skills.
Creativity & Innovation	<ul style="list-style-type: none">– Look for ways to improve current work practice and processes.– Encourage new ideas. Support the implementation of improved service models.– Take responsibility for personal improvement and development.
Resilience	<ul style="list-style-type: none">– Respond positively to changing circumstances and readily adapt behaviour to maintain effective performance.– Recover from setbacks and overcome obstacles and impediments.– Persist and focus on achieving organisational objectives through periods of extreme pressure.– Monitor own emotional reactions and seek support as needed.– Display a positive outlook in difficult situations.

Required Experience

- Experience in leadership with early years (ECE) or in a similar role
- Business management and achieving results
- Leading teams and achieving targets
- Knowledge of pedagogical leadership
- Substantial experience working with children and families in the early years

Qualifications

- Bachelor of Early Childhood or Diploma-level early childhood qualification (as approved by ACECQA)
- Advanced Diploma of Community Sector Management (desirable)
- Certificate IV Frontline Management or other business management qualification (desirable)
- Current First Aid Qualification in accordance with ACECQA guidelines
- Open drivers licence (if responsible for bus driving)

Checks

- Relevant Working with Children Check (Blue Card - Qld)

Delegations

Expenditure limits (in accordance with Procurement guidelines)	Approval to spend within allocated monthly operating budget. Approval to authorise up to \$5K (in budget). Reallocate funds between budget lines (up to a limit of 5% of the total budget).
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Operating limits
(in accordance with People & Culture guidelines)

Establishment

- Approve recruitment of permanent/temporary Centre staff appointments (unless conflict of interest exists).
- Temporary filling of vacancies in approved positions for up to 12 months (unless conflict of interest exists).
- Creation of new Centre positions, when driven by increases in occupancy.

Discipline

Company-initiated terminations and suspensions of Centre staff, once Area Manager has approved.

Authority to discipline Centre staff:

- as a result of a critical incident (with advice from People & Culture, Critical Incident Team, and Legal)
- other than as a result of a critical incident (but not including termination or suspension).

Rosters and Leave

For Centre staff, including backfill and use of casual pool.

Credit Management

New accounts: Full authority to manage all new accounts and enrolment of children.

Account debt management: Full responsibility for the management of family account fees and the collection of outstanding fees, for as long as the family has an active account (in line with Goodstart Debt Management procedure).

Charging fees: Full authority to charge childcare fees to family accounts, ensuring the appropriate childcare discount rate is applied.