



Job Description

Position Centre Manager

Reports to Cluster Team Lead

Last updated September 2016

Key Relationships

Internal

Cluster Team Lead
All Centre Managers
Support Services Team
OSCAR Leaders
Other YMCA staff

External

Children
Parents
Suppliers
School Staff (Principal)

Position purpose

The Centre Manager position exists to:

- ensure the delivery of high quality before and after school care programmes*
- lead the Centre Team
- manage the compliance and administrative aspects of the Centre

* Depending on the location of the Centre and the services provided from it, the Centre Manager may also be required to ensure the delivery of holiday programmes.

In addition to this, all members of the YMCA Greater Wellington Team are expected to proactively monitor and commit to ensuring that all health and safety requirements are met. This includes being up-to-date with expectations, processes and policies and acting in accordance with these.

Values

All employees of the YMCA are expected to behave in accordance with our values of Respect, Honesty, Caring and Responsibility. This includes being a positive role model to others by demonstrating behaviours that are consistent with these values.

Key Accountability Areas

Service Delivery (60%)

This will be achieved by but not limited to:

- Ensuring the effective implementation of the agreed YMCA OSCAR Programmes, including adapting programme as required to meet any specific Centre needs or opportunities
- Contributing to the development of the YMCA OSCAR Programme framework by working collaboratively with the Children's Services Team to develop annual and/or term plans and activities
- Monitoring and reviewing the effectiveness of the Programme in the Centre, identifying any opportunities for changes or improvements and making recommendations for this to the Cluster Team Lead
- Developing and maintaining positive relationships and open communication with school staff, including the Principal, to ensure smooth operational running of the Centre in the school environment
- Maintaining an awareness of any specific needs of the children attending the Centre to ensure the needs are met and to be able to proactively manage the impact of these
- Developing and maintaining positive relationships with the parents and/or caregivers of the children, including taking action to resolve any queries or concerns and providing information about the Centre or the Programme as necessary
- Ensuring that the Centre environment meets best practice standards including YMCA expectations, Health & Safety and other legislative requirements
- Responding to customer enquiries with regards to the Centre or to other aspects of YMCA, resolving these or directing them on as necessary to ensure customer service excellence
- Ensuring adequate and appropriate resources are available for delivery of the Programmes.
- Leading activities and supervising children as required

Team Leadership (20%)

This will be achieved by but not limited to:

- Ensuring appropriate levels of staffing for the Centre and liaising with the Cluster Team Leader and/or HR Adviser to develop staffing plans as necessary
- Developing and maintaining work rosters that ensure the smooth delivery of high quality programmes
- Ensuring that all team members are equipped to deliver programmes, including ensuring necessary training and resources are available in a timely manner.
- Maintaining effective communication with all team members to ensure they are up-to-date and informed with all matters relevant to their work
- Working in conjunction with the Cluster Team Lead and HR Adviser to maintain a motivated and engaged Centre team.
- Conducting regular coaching and performance appraisals with all team members, using agreed organisational frameworks, and taking action to implement development plans or performance improvement processes as required, working in conjunction with Cluster Team Lead and HR Adviser
- Recruiting and inducting new team members as necessary by liaising with the HR Adviser to manage the process for this
- Processing timesheets and leave applications in accordance with agreed procedures and timeframes

Centre Management (20%)

This will be achieved by but not limited to:

- Ensuring that the Centre meets health and safety standards on a day-to-day basis by completing necessary checks and taking action to manage any risks according to agreed processes and to ensure the safety of the children and staff at the Centre
- Maintaining health and safety records according to agreed processes and standards, alerting the Cluster Team Lead to any areas of risk
- Maintaining an awareness of requirements for audit and other compliance processes and alerting the Cluster Team Lead to any areas of risk or concern, liaising with the QA Adviser/Specialist as necessary to ensure these are addressed
- Supporting the completion of audit requirements on a regular basis and as requested
- Completing relevant reporting and compliance processes and taking action as appropriate (e.g. behaviour and incident reports)
- Ensuring effective record keeping with regard to attendance roll, keeping this up-to-date and accurate according to agreed processes
- Managing the budget for the Centre, reporting on this on a regular basis or as required to the Cluster Team Lead, including notifying any potential variance from budget

Person Specification

Qualifications

- Early Childhood/Education/Teaching related qualification preferred
- Current First Aid Certificate
- Full clean drivers licence

Skills and Experience

- A minimum of 2 years' experience working in an educational or child care environment
- Proven experience in delivering educational programmes (ideally for Primary/Intermediate age children)
- Leadership and staff management experience highly desirable
- Strong administrative skills
- Experience working with modern technologies (e.g. Microsoft Office)

All employees of the YMCA Greater Wellington are expected to demonstrate a commitment to the principles of the Treaty of Waitangi.

All employees of YMCA Greater Wellington are required to undergo Police Vetting and to maintain the ability to provide a police record check that satisfies the business and employment needs of YMCA.

Competencies

Communication: uses written and oral English to ensure effective communication with a wide range of clients; adapts communication style to suit the audience; listens to fully understand and respond accordingly

Planning and Organising: uses sound organisational techniques to ensure deadlines are met and priorities are managed effectively; maintains a clean and tidy work environment; prepares robust plans to ensure workloads are achieved

Relationship Management: builds and maintains positive relationships with internal and external stakeholders; works positively with people to achieve results even under difficult circumstances

Team Work: genuinely values others input and expertise, and is willing to learn from others; shares own ideas and contributes positively to the team; is flexible to do tasks beyond own job to support the team from time to time

Leadership: provides sound guidance for own team; works to build a positive and productive working environment; ensures high standard of performance of self and team; acts as a role model for others

Judgement and Decision Making: knows when to involve others in decisions; uses sound judgement to assess a situation and decide the best response or action; understands the impact of own decisions

Drive and Energy/Initiative: willingly takes on additional tasks to support the wider team; identifies opportunities for growth or improvement and acts on these as appropriate; demonstrates commitment to getting the job done even under difficult circumstances

Customer Service: clarifies customer expectations and ensures needs are met; acts quickly to effectively respond to customer requests; relates well to a wide range of customers

Problem Solving: identifies likely causes of a problem and develops a clear action plan to solve the problem; understands when to involve others to seek a solution; anticipates when a problem may arise and acts to minimise or eliminate the problem