

POSITION DESCRIPTION

Date	April 2025
Position Title	Regional Manager Early Years
Reports to (position title)	General Manager Early Years
Department	Early Years

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation operating across 19 locations in Victoria and a Head Office in Glen Waverley.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC), Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

Providing care, support and education to children, families and communities to reach their full potential.

VISION

Making a real and lasting impact for every child, family and community we support.

VALUES

- Safety Always
- Integrity and Accountability
- Respect and Inclusion
- Innovation and Improvement
- Collaboration and Courage

POSITION PURPOSE

The Regional Manager Early Years plays a pivotal role in leading and overseeing Kindergarten and Childcare services across the region. You will be responsible for maintaining high operational and quality standards, ensuring service compliance and financial performance, and fostering relationships with internal teams, stakeholders, and regulatory bodies. Working in collaboration with internal teams to manage performance and drive operational excellence.

This leadership position involves driving strategic initiatives, supporting staff development, and promoting a safe, inclusive, and collaborative work environment. You will lead, mentor, and work directly with Service Coordinators, Centre Directors and Community Hub Officers to ensure each centre operates at its full potential.

PRIMARY OBJECTIVES

- Lead program implementation, quality, evaluation and reporting across a defined portfolio
- Provide effective leadership to a team of program-based employees, including the provision of direct Supervision, development, capability building and performance management
- Proactively identify opportunities for new partnerships and mergers with a focus on business development opportunities
- Develop and maintain strong stakeholder relationships with relevant government representatives, partners and communities
- Identify, manage and monitor risks to program /service delivery, quality, staff wellbeing and Child Safeguarding
- Drive operational excellence to ensure our centres achieve and maintain an exceeding rating by staying informed of best practices and driving pedagogical performance.
- Support Financial Success by monitoring financial targets, ensuring strong business disciplines are in place
- Ability to achieve business outcomes through strong business acumen and problem-solving skills
- As a person with responsibility and management of services, be appointed as Person with Management and Control

KEY RESULT AREAS AND RESPONSIBILITIES

Leadership:

- Guide and support Centre Managers and Service Coordinators to exceed operational and pedagogical standards
- Actively lead, develop and assess team performance, ensuring adherence to organisational policy and procedure, and contractual requirements, throughout all stages of the employee lifecycle
- Facilitate regular Supervision sessions with direct reports
- Coordinate and produce high quality, timely and accurate internal and external reports, providing feedback and recommendations regarding program effectiveness, outcomes and deliverables
- Identify opportunities for program development and growth in line with community needs and organisational strategic plans
- Support Governance and services through assessment and ratings, DET investigations, internal quality processes, notifications etc
- Lead the development and opening of new services, ensuring compliance and readiness
- Work with executive management to develop and implement strategies that drive growth, improve service offerings, and identify opportunistic growth to expand the portfolio within the region
- Participate in meetings, conferences, and training courses, as appropriate
- Ensure services always demonstrate exceeding levels of practice as outlined in the National Quality Standard
- Ensuring that all policies and procedures are implemented, embedded, evaluated and reviewed in conjunction with team members and families on a regular basis

Stakeholder Management:

- Foster strong relationships with clients, regulatory bodies, and industry partners
- Build strong relationships with families, staff, and the broader community, addressing concerns and ensuring a high level of satisfaction
- Collaborate with the LGA and DET representatives within their area, including attendance at relevant stakeholder meetings within the area
- Advocate for early years services within the area and provide leadership to establish strong partnerships and networks with local services providers to maximize outcomes for children and families
- Work effectively with all internal and external staff and services on site, community, local service providers/key stakeholders to create an integrated service delivery approach to meet the local community needs.
- Maintain a harmonious relationship with all centre stakeholders
- Building and engaging with local communities, creating strong ties and relationships with the community

People Management:

- Lead recruitment, onboarding, and professional development to build high-performing teams.
- Manage people performance, return to work and injury management, and workplace culture issues at services in a timely manner, and in conjunction with internal support services as required.
- Foster leadership development and a culture of learning and inclusivity
- Assist in developing action plans to enhance employee engagement and foster a culture of continuous improvement.
- Manage and facilitate internal leadership development programs.
- Demonstrated ability to identify opportunities for service efficiency, performance enhancement and staff retention
- Manage, address and resolve conflicts within team within approved time frames.
- Support Co-ordinators and General Manager to resolve outstanding performance matters.
- Manage, address and resolve escalated complaints from families swiftly and effectively within approved time frames.
- Drive Employee engagement, coaching, and mentoring, and lead a dedicated team through innovation and transformation.

Operational Excellence:

- Oversee operational performance, ensure compliance with the National Quality Framework (NQF), and drive continuous improvements.
- Contribute to the design and development of high quality, effective programs, ensuring service delivery is in line with contractual requirements
- Champion processes that improve assessment and rating outcomes, ensuring that our centres are always striving for excellence.
- Supported by the pedagogical team, you'll ensure our centres achieve and maintain an exceeding rating by staying informed of best practices and driving pedagogical performance.
- Develop and maintain quality assurance processes, ensuring consistency across service operations.
- Identifying, managing and monitoring risks to service delivery, quality, staff wellbeing and Child Safeguarding

Financial Accountability:

- Demonstrated ability to read and interpret P&L reports and transactions accountability.
- Effectively manage portfolio's financial budgets through close oversight on portfolio profit and loss, resource allocation and ensuring services within the portfolio operate within budget and meet financial targets.
- Demonstrated ability to maximise of portfolio's financial efficiencies through enrolment, occupancy, costs control management, optimizing resource allocation and value add services.
- Drive and maintain high enrolment and occupancy rates and enforce efficiencies in work force management to boost operations efficiencies and meet budgetary financial target.

- Assist Finance team with accounts and debt management
- Monitor portfolio financial performance using data, observations, and insights
- Collaborate on budget management, resource allocation, and financial performance goals.
- Monitor and manage budgets, forecast revenue, control costs, and optimize resource allocation to meet financial targets for each service.
- Ensure invoicing and expense management is up-to-date ahead of financial reporting key dates
- Prepare reports and funding submissions, including investigating opportunities for increased external funding with the aim to enhancing programs

Workplace Health & Safety:

- Maintain rigorous safety standards and lead WHS initiatives across all centres.
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management
- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training
- Act safely at all times
- Respond to incidents, injuries and potential hazards in a timely manner
- Participate in, and contribute to, health and safety awareness and improvements
- Ensure health and safety standards are maintained at a high level at all times

KEY SELECTION CRITERIA

- Experience in a regional or multi-site management role, ideally in the early childhood education sector
- Strong understanding of the Early Years Learning Framework (EYLF), NQF, and the Education and Care Services National Law
- Exceptional communication, leadership, and relationship management skills
- Financial acumen, including budget management and business growth strategies
- Strong leadership and team management skills with the ability to inspire and motivate diverse teams.
- Demonstrated ability to strategically think, collaborate and coordinate across state functions and the ability to navigate complexity, competing priorities and constantly changing situations and needs.

REQUIRED EXPERIENCE AND QUALIFICATIONS

- Bachelor of Education / Teaching or Diploma in Children's Services (essential)
- Diploma in Leadership & Management/Community Services(desirable)

- Ability to work independently and co-operatively in a team environment, with an innovative, supportive and flexible approach to work
- Ability to develop positive working relationships with multiple stakeholders, internal and external
- Valid Working with Children Check/ VIT registration
- NDIS Worker Screening Check
- Driver's license and ability to travel overnight as needed