

Job title:	Centre Manager/Nominated Supervisor	Division:	Operations
Department	Operations	Reports to:	Area Manager
Cost Code		Status	Full Time

Job purpose
As a Centre Manager, you will be listed as the Nominated Supervisor of the service. You must have a working knowledge of legislative and regulatory requirements in the state of your employment and have a sound understanding of the requirements of a Nominated Supervisor, as set out in these provisions. You will need to be familiar with the Staff Handbook, Code of Ethics, all policies and procedures, Parent Handbook, and associated documentation. As Centre Manager will be responsible for the commercial operation and performance of the centre, including but not limited to, occupancy growth to meet or exceed allocated targets, wage to revenue management with effective rostering, expense control in line with centre budget, debt management and collection, and the development, and execution of marketing programs. You will be required to supervise all programs and the quality of care that the centre provides. This includes the supervision of health, hygiene and safety matters and the supervision of staff interaction with children. As the Centre Manager will provide leadership and mentoring of all staff, ensuring the development of staff into a strong co-operative team. Coordinate the day-to-day operations of the early childhood education and care service and ensure it complies with health, safety, and all regulatory requirements.
Our Philosophy 1. Connected by Community – Every Mayfield centre is grounded in its location, providing warm and inviting spaces that welcome every child. We tailor programs that reflect each community’s unique character. Whether it’s a warm hello at the morning drop-off, sharing the adventures of the day with the children, or catching up with educators, Mayfield is at the heart of every child’s community. 2. In Safe Hands – The most important thing in any relationship is trust. Mayfield centres deliver on this promise through consistency, reliability, and attention to detail. As a publicly listed company, every action and process is rigorously assessed to ensure a safe, nurturing environment for every child. 3. Quality Education you can Count On - At Mayfield, we aim to deliver the best quality care, programs, and governance, exceeding all expectations in everything we do. To achieve this, we are passionate about elevating and developing our experience team. We want our people to take pride in being a part of Mayfield and to deliver on our promise of quality every day. 4. Home Away from Home - Care is at the heart of everything we do. Through our incredibly experienced team embedded in each community, Mayfield delivers warm and familiar learning environments that make every child feel like they are in a home away from home. We are protective, encouraging, supportive, and helpful. We are motivated by togetherness and inclusiveness, encouraging every child’s independence, self-esteem, and sense of family. Our Commitment to Child Safety: At Mayfield Early Education, we are committed to the safety and wellbeing of all children and young people. We believe that child safety is everyone’s responsibility. We are committed to upholding the safety, rights and wellbeing of all children and promote a culture of child safety with a zero-tolerance approach to child abuse and harm. As the person with the responsibility for the day-to-day management of an approved service, as the nominated supervisors you must ensure the service always meets ALL requirements under the National Law and Regulations. However, as the Nominated Supervisor of the service you have a range of responsibilities under the National Law and National Regulations. These are outlined in the sections below for your reference, however more information in relation to your responsibilities can be found here

Key results state	Accountabilities
Service Operation	- In consultation with the leadership team, lead, implement and evaluate an innovative and high-quality early childhood education and care program for children that reflects current theory and practice. - Alongside the Educational Leader of the service, ensure that educational programs are: - based on and delivered in accordance with an approved learning framework - based on the developmental needs, interests and experiences of each child - designed to take into account the individual differences and needs of each child - Together with the Area Manager, effectively lead and mentor all educators, staff and teachers that work with children in the service.

- Ensure processes support consultation with children with regards to their learning at the centre, and the decisions that will impact on them.
- Ensure the centre and staff compliance with relevant legislative requirements, policies and standards including but not limited to:
 - Education and Care Services [National Law](#) and [Regulations](#)
 - [National Quality Standard for Early Childhood Education and Care and School Age Care](#)
 - [Early Years Learning Framework](#)
 - [VIC Work Health and Safety Act 2011](#)
 - [QLD Work Health and Safety ACT 2011](#)
 - [Child Protection Act VIC](#)
 - [Child Protection Act \(QLD\)](#)
 - [Children and Young People \(Safety\) Act 2017](#)
 - [Reportable Conduct Scheme \(VIC\)](#)
 - [Child Safe Standards \(VIC\)](#)
 - [National Child Safe Principles](#)
 - [VIC Working with Children \(VIC services only\)](#)
 - [QLD Blue Card \(QLD Services only\)](#)
 - [SA WWCC \(SA Services only\)](#)
 - [Australian Early Childhood Association Code of Ethics and Research Practices](#)
 - MFD Policies and Procedures
 - MFD Employee Handbook
 - [Childcare Provide Handbook](#) (CCS requirements)
- Develop and maintain effective and professional relationships with children, families, the early childhood sector, critical partners and regulatory agencies.
- Ensure regular and meaningful communication with families on the outcomes of the educational program
- Support and advocate for children and family participation in the community, including those within the identified priority groups.
- Ensure excellent management for the day-to-day operations of the Service through regular evaluation of systems and processes, as well as management of staff rosters and staff ratios
- Effectively manage the Enrolments and occupancy of the service to ensure that we are effectively engaging with perspective families.
- Liaise with Area Manager to ensure buildings are compliant with regulatory standards and maintenance schedules are kept up to date.
- Meet all requirements under the National Law and regulations regarding compliance of the service
- Ensuring children are adequately supervised, are not subject to inappropriate discipline, and are protected from harm and hazards
- Ensuring children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment)
- Ensuring that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when: permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Regulations, or the supervisor is aware the parent is prohibited by a court order from having contact with the child ([regulation 99](#))
- Ensuring an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision ([section 170](#))

People Management	• Ensuring the prescribed educator to child ratios are met and each educator at the service meets the qualification requirements relevant to the educator's role (regulations 123) • Ensure all educators employed are fit and proper to do so by ensuring they have a valid WWCC • Ensure that you effectively maintain the status of all employees WWCC and qualifications • Develop a culture of inquiry, learning and community that is contextual to the Centre demographic and that is reflective of Mayfield's Core Values, by embedding a culture and expectation of lifelong learning and ongoing professional development with staff • In collaboration with the Area Manager, effectively recruit required employees for the service based on the needs and requirements of the service • Provide support and mentorship for the team, creating a positive culture working towards, retaining and rewarding our service • Provide effective mentoring and coaching to Centre staff, implementing regular performance review processes for all staff • Develop and support succession planning and implement Professional Development Plans for all staff • Ensure a culture of professionalism in maintaining great working relationships across a multidisciplinary team and ensure the code of conduct and privacy and confidentiality is maintained at all times • Engage in 1:1 with team members as a regularly check in to ensure they are meeting their goals as professionals and meeting their requirements under their position description. • Effectively induct all team members into the service in line with service inductions checklists, policies and procedures and regularly check ins • In consultation with the area manager, effectively performance manage employees were required and complete PIP plans for those educators required to meet and improve their requirements under their position descriptions
Financial Management	• Responsibility for the overall management of the centre budget, debtors and expenses by completely a weekly budget tracker to track current expenses • Ensure families accounts are in line with Fee Payment Policy, including connection with CCS • Ensure that debtors are effectively maintained in line with Fee Payment Policy • In collaboration with the operations team, promote and support strategies to ensure centre viability and optimum utilisation including marketing strategies are in place • Effectively roster for the service in line with budgets and ratio requirements • Effectively manage and maintain center budgets in line with KPI's • Effectively roster for the service and ensure that WTR (Wages to Revenue) is maintained in line with operational needs and budgets
Health and safety	• Complies with MFD requirements in relation to Workplace Safety management activities and responsibilities • Coordination of staff training and dissemination of information with regards to Workplace Safety Management practices, policies, and procedures. • Responsible for risk management and reporting systems informed by legislation and MFD policies and procedures. • Ensuring that medication is not administered to a child being cared for by the service unless the administration is authorised (except in the case of anaphylaxis or asthma emergency) and is administered in accordance with the National Regulations (regulations 93-96) • Where medication is administered to a child without authorisation in a case of an anaphylaxis or asthma emergency, ensuring that a parent of the child and emergency services are notified as soon as practicable (regulation 94) • Ensuring adequate health and hygiene practices and safe practices for handling, preparing and storing food are implemented at the service to minimise risks to children (regulation 77) • Ensure that while educating and caring for children at the service, all staff must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair their capacity to supervise or provide education and care to children (regulation 83) • Take reasonable steps to ensure that the needs for sleep and rest of children are met, having regard to the ages, development stages and individual needs of children (regulation 81) • Ensuring that a risk assessment is conducted before an excursion in accordance with the National Regulations (regulations100-101), and specifically that the risk assessment is conducted before authorisation is sought to take a child on the excursion (regulation 102) • Ensure that where children enrolled in the service have an allergy, anaphylaxis, asthma or medical condition, have the required information on their enrolment record and a Risk Minimisations are in place, current and regularly reviewed to keep the child safe at the service • Ensuring children being cared for by the service have access to safe drinking water at all times and are offered food and beverages on a regular basis throughout the day (regulation 78) • Ensuring that, where food and beverages are supplied by the service, they are:

	▪ nutritious and adequate in quantity ▪ chosen with regard to the dietary requirements of individual children (regulation 79) • Ensuring that, where food and beverages are provided by the service, a weekly menu that accurately describes the food and beverages to be provided is displayed at the premises in a location accessible to parents (regulation 80)
Relationships	
	• The Centre Manager reports to the Area Manager and indirectly to the Head of Operations and Approved Provider • Internally, the Centre Manager must work closely with and build effective working relationships with the MFD Operations Team and Quality and Compliance team • Externally the Centre Manager supports their team to promote MFD Pillars, values and commitment to staff, children and families, government departments, and the broader community. The role also liaises with service providers to MFD, education providers, regulatory bodies and inclusion support agencies.
Work environment	
	• The Center Manager role is centre based fulltime, however there are at times the need for the Centre Manager to travel to MFD for meetings and cluster meetings at various locations. • The role is dynamic and, at times, demanding in nature, depending on the Centre's needs and organisational requirements. • Occasional out-of-hours work participation with communication outside of regular work hours to deal with emergency situations.
Induction	
	• The induction process for Centre Managers provides a comprehensive overview of MFD's policies and systems, one-on-one time with your Area Manager and formal orientation to the Support Teams and Centre Leadership Teams within your Area/s • Four-week on the job training managing your service with the support of the Area Manager, after which the Centre Manager is expected to operate the service with relative autonomy, accountable to their Area Manager. • The Centre Manager will also be supported with ongoing professional development.
Key Performance Indicators	
	Performance will be reviewed based on expectations and specific indicators agreed upon with your Area manager. These indicators will include matters critical to the success of MFD such as achievement of centre results and achievement of individual professional development. 1. Quality Assessment specifically your service most recent assessment rating measuring overall compliance with MFD processes and systems. 2. Customer Survey Rating for your service specifically the average overall customer survey rating for your centres. 3. Financial Results of the centre specifically your centres EBITA measured against target. Team and Self Development specifically reducing the % of total employee turnover and improving retention across your area over time.
Person specification	
Qualifications	• Minimum, Diploma in Early Childhood Education or equivalent, Bachelor of Early Childhood or ACECQA equivalent. • Current Working with Children check. • Current First Aid to be updated every three (3) years. • Current CPR to be updated every 12 months. • Anaphylaxis & Asthma Management to be updated every three (3) years. • Current Child protection Training, knowledge, and experience
Experience/Personal qualities	• Minimum years' experience as a Centre Manager/Nominated Supervisor with leadership skills or in an Assistant Centre Manager capacity, where you are able to demonstrate effective skills in the role. • Demonstrated connection with and willingness to advocate for MFD pillars, vision, values and philosophy. • Demonstrates initiative and confidence in decision making, with the capacity to work with minimal supervision. • Ability to critically reflect on own work performance and commitment to ongoing professional development. • Demonstrates professionalism and the ability to maintain confidentiality. • Excellent oral and written communication skills • Excellent time management skills with the ability to multi-task and show flexibility.

Knowledge and skills	• Demonstrated knowledge of all relevant legislative policies, standards and requirements applicable to the Early Childhood Education and Care Sector • Excellent understanding of and commitment to high quality early childhood practice that is informed by the Early Years Learning Framework and inclusive practices. • Excellent understanding and commitment to contemporary Early Childhood Pedagogy and research. • Demonstrated experience in leading and managing a team with effective skills in conflict resolution and implementing performance review processes. • Sound knowledge of the implementation and requirements of the Child Safe Standards (Victoria) and Strategies to Safeguard all children and young people under the National Child Safe principles • Demonstrated ability to build constructive working relationships with internal and external stakeholders. • Knowledge and experience in managing operational budgets and utilisation. • Demonstrated knowledge of managing the Child Care Subsidy (CCS) requirements for families and the service on a day to day basis • Excellent understanding of ACCS, ISS and KIS • Excellent understanding of Funded Kindergarten requirements Sound computer skills
Core Competencies	• Builds Relationships: Builds & and maintains relationships. • Communicates Effectively: Communicates effectively to influence others. • Drives Quality and Performance: Delivers value to centre through continuous improvement. • Displays Resilience: Manages Stress. Pursues work with positivity and energy. • Focuses on Safety: Treats safety as a priority. • Supports Team: Lives Team spirit.
Role based Competencies	• Overarching Management of Centre – Monitors centres Financial Performance. • Drives Operational Performance – Manages Operational Performance of centres. • Balances Priorities – Prioritises and effectively manages time. • Community Connections – Builds formal and informal partnerships. • Leads Change – Role models positivity, resilience, and openness to change. • Builds Individual/Team Capability – Effectively manages time and resources. • Leads with Courage – Role model’s positivity, resilience, and openness to change. • Effectively Manages People and Resources – ensures people and resources are managed effectively.

Important note: This position description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of the Company.