

Position Description

Title	Affiliate Operations Advisor
Position Location	Central
Reports to	Manager, Quality and Regulation
Direct Reports	None
Classification	Hay Grade 14

The Creche and Kindergarten Association Limited (C&K) is a not-for-profit early childhood provider with more than 330 early childhood education and care services located across Queensland. C&K acknowledges that each child and family has unique early education and care requirements and so we provide a range of different programs including childcare, kindergarten, limited hours and outside school hours' care.

C&K reinvests our surplus to benefit children and educators across all C&K services. We are committed to and working hard to deliver on our vision – to be Queensland's pre-eminent provider of early education and care - while providing additional support and care to families and the wider community.

C&K's purpose is to nurture and inspire children to succeed in an ever-changing world. The C&K team aims to ensure this principle is at the forefront of everything we do.

Our values of: putting children first, respecting each other, working with integrity and striving for excellence in everything we do underpin the way that we work with our colleagues, partners, children, families and communities. These values guide us in building strong working relationships and help us to promote a working environment where our people are engaged, feel valued and are committed to C&K.

Purpose	To manage C&K's relationships with Affiliates, support their development and performance and ensure C&K's obligations as a Central Governing Body (CGB) are met.
Key accountabilities	<p>Operational Management</p> <ul style="list-style-type: none"> • Manage, maintain and develop relationships with C&K Affiliates. • Develop and maintain relationships with partners (e.g. Office for Early Childhood Education and Care, Community Management Solutions) and key regional stakeholders in relation to Affiliates. • Collaborate with Affiliate services, relevant C&K teams and Regional Managers to monitor, evaluate and review operational performance to drive continuous improvement. • Ensure compliance with all relevant legislation, regulations, C&K policies, procedures and guidelines when managing and developing processes to support Affiliate service delivery. • Manage government contracts related to C&K's obligations as a Central Governing Body (CGB). • Develop and submit reports as per organisational need and C&K's obligations as a CGB. • Provide instruction and support, to lift the capability of C&K operational teams with regards to the regulations and obligations of a CGB. • Develop, deliver and continuously review training and support materials related to Affiliate services. • Support and adhere to agreed service levels and provide high quality customer service to Affiliate services. • Update and maintain Affiliate support information, documents and guides to ensure support library remains current and practical. • Identify gaps, create content and support materials to promote the use of self-service resources for Affiliates. <p>Business Improvement</p> <ul style="list-style-type: none"> • Collate and analyse information, data and issues impacting affiliate services, the early childhood education and care sector, and consider and identify service delivery improvement opportunities. • Develop new programs, resources and methodologies to support implementation of new operational strategies and processes. • Implement initiatives using continuous improvement methodologies to drive operational efficiencies. • Liaise with Regional Managers and C&K departmental managers to facilitate implementation of new or improved processes.

	<ul style="list-style-type: none"> • Proactively assist in the development and deployment of change management plans for all business improvement related activities impacting operations. • Facilitate workshops to engage cross functional teams to streamline and improve business processes. <p>Education and Practice</p> <ul style="list-style-type: none"> • Network with C&K Early Childhood Education Consultants, Regional Managers and other relevant C&K teams to deliver specialised support and advice regarding early childhood service operations. • Provide specialist expertise, support and advice to ensure quality service and support to Affiliate services. • Nurture and grow professional networks, and relevant professional associations to maintain awareness of current trends.
<p>Key Selection Criteria</p>	<ul style="list-style-type: none"> • A qualification(s) in a Business or a Management related field is desirable. • Experience implementing effective operational strategies in the early childhood education and care sector, to deliver high quality and sustainable business outcomes. • Experience driving improved performance and innovation in early childhood education and care services through a dispersed service network. • Excellent communication and interpersonal skills with the ability to collaborate, influence and build productive working relationships with a diverse range of stakeholders. • Innovative approach with the ability to identify business improvement opportunities and deliver these. • Developed written, verbal, interpersonal communication and presentation skills coupled with a strong customer service focus. • Proven experience in collecting and analysing data and delivering reports that are effective and meet business needs. • Demonstrated ability to organise and prioritise work, managing multiple tasks and projects and function effectively as a self-directed co-ordinator of multiple initiatives. • Exceptional attention to detail. • Demonstrated intermediate Microsoft Office skills including Word, Outlook and Excel • An approach that models C&K values and demonstrating standards of excellence in professional practice and ethical behaviour.
<p>The successful applicant will be required to:</p> <p>Hold a positive notice (Blue card) working with children check.</p> <p>Hold a valid Driver's License.</p> <p>Undertake travel as required.</p> <p>The information above is not intended to be an all-inclusive list of the responsibilities of the job described; rather, they are intended only to describe the general nature of the job. C&K is a growing organisation; to support the vision for the business it is expected that the incumbent will evolve the position over time in alignment with the dynamic nature of the business.</p>	