**Position Description**

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| **Title** | Head of Operational Excellence |
| **Position Location** | Central |
| **Term**  | Fixed Contract – 12 months |
| **Reports To** | Chief Operating Officer |
| **Direct Reports** | There are no direct reports  |
| **Grade** | Hay Grade 18 |
| The Childcare and Kindergarten Association Limited (C&K) is a not-for-profit early childhood provider with more than 350 early childhood education and care (ECEC) centres located across Queensland. We have a long history in the Early Education sector spanning back as far as 1907.Our purpose is to nurture and inspire children to succeed in an ever-changing world. This is at the forefront of everything we do.C&K’s vision is to beQueensland’s pre-eminent provider of early education and care.Our values:* *we put children first*
* *we respect all people and each other*
* *we work with integrity*
* *strive for excellence in everything we do*

These underpin the way we work with children and families, communities, colleagues and partners.We reinvest our surplus to benefit children and families disadvantaged in their access to early childhood education. This includes children with additional needs and children and families in rural, remote, Aboriginal and Torres Strait Islander and disadvantaged communities. |
| **Purpose** | The Head of Operational Excellence provides both strategic and operational oversight to C&K’s centre-based provision of high quality ECEC.  Reporting to the Chief Operating Officer, the HoOE provides critical support in delivering on an agreed operational strategy and providing high quality reporting to inform decision making, innovation and reporting the Board.     |
| **Key result areas** | * Work collaboratively with our broader C&K Teams towards building a work environment which creates a sense of belonging where people feel safe and encouraged to deliver on our values-always with our children, families and our people at the centre of what we do.
* In collaboration with C&K Managers, create an environment of purposeful evidence and accountability to drive continuous improvement in centre operations.
* Promote effective collaborative working relationships between Early Childhood teams and the People, Learning & Development and Talent teams, to develop a cohesive and agreed strategy to improve overall centre performance through enhanced recruitment, retention, professional support and capability building.
* Design an evidence base to inform strategy and decision making in relation to centre operations and performance.
* Work collaboratively with Regional Managers and other Central office teams to reach agreed approaches to addressing challenges.
* Oversee the design and implementation a centre leadership model and professional learning program to accommodate the immediate and future needs of the organisation and unique needs of each site.
* Work closely with the Talent Acquisition Manager to design case-based solutions to areas of recruitment challenge.
* Coordinate regular reporting on data and evidence to provide line of sight to EMG of operational achievements and challenges.
* Bring together data insights from staffing/rostering, people experience, utilisation, community contexts, hours of operation and centre leadership to inform case management of each site.
* In consultation with the Executive Management Group, determine metrics to assign to centre leaders and employees as part of the PPR process and accountability standards.
* Case manage identified centres of risk, providing regular reporting to EMG and demonstrating effective progress toward improved results.
* Contribute to and participate in Inservice and Directors meetings, C&K Directors Day and SLT.
* Build effective relationships and act as key liaison with key partners to advance C&K’s position. e.g. QUT, relevant State Govt Working Parties.
* Provide expert advice on Australian Government funding and grant opportunities.
* Contribute to and participate in internal committees such as Emergency Management Committee (EMC), Regional Corporate Service Meetings, Senior Leadership Team.
* Identify and act to mitigate operational risks, taking responsibility for relevant items on the operational risk register.
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| **Leadership and culture****Operational Excellence** **Reporting and data** |
| Key Selection Criteria | **Essential*** + Tertiary qualification in Early Childhood Education / Business

**Skills/Knowledge/Abilities:*** + Highly developed knowledge of Early Childhood Education and Care Sector
	+ Highly developed skills in data analysis
	+ Highly developed time management, problem solving, decision making and negotiation skills
	+ Operated in a multisite business with diverse contexts and dispersed workforces
	+ Demonstrated ability to develop and maintain strong stakeholder relationships
	+ Demonstrated ability to effectively implement significant change at an organisational level, and to support all levels of the organisation through change processes
	+ Demonstrated ability to identify customer requirements and services in response to identified needs, deliver a high standard of customer service and evaluate customer satisfaction
	+ Demonstrated ability to communicate both verbally and in writing with persons from various levels and positions in an organisational context including reporting to the Executive Management Group and Board

**Desirable*** + Additional qualifications or certifications in research, leadership or business management
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| **Additional information**The successful applicant will be required to: * Travel, as necessary
* Hold and maintain a positive notice (Blue card) working with children check
* Hold and maintain a current driver’s license

The information above is not intended to be an all-inclusive list of the responsibilities of the role 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 and the region. |