

EARLY YEARS SCOTLAND

SERVICE MANAGER

REMIT

The Service Manager has responsibility for:

- The operational and strategic management and development of early years projects and services within designated areas and in partnership with other agencies
- The financial management of relevant funding and budgets
- Contributing, as a member of the management team, to cross-organisational management responsibilities including strategic development and the execution and development of core management functions
- Management of staff responsible for the delivery of projects and services

The Service Manager will be based at the Glasgow office with some travel required as Early Years Scotland is a national organisation.

The Service Manager will promote and adhere to the values, philosophy, policies and procedures of Early Years Scotland at all times.

In recognition of the value placed on volunteering within Early Years Scotland, the Service Manager will encourage volunteers to be involved in the work of the organisation.

CONTEXT

Early Years Scotland is Scotland's leading national Third Sector specialist organisation that supports our youngest children from pre-birth to 5 years of age.

Our fully qualified early years staff work directly with children and their families to deliver our unique Stay Play and Learn sessions in a variety of settings including nurseries, community halls, schools and prisons. We work increasingly in prisons, and areas where there are children and families who have the greatest need, and will benefit most from our services.

We have been established for over 55 years, and we are very proud of our long and ever-growing track record in supporting Scotland's youngest children to have the very best start in life.

Early Years Scotland takes a two generation approach to early intervention and prevention, working with young children and their parents/carers together to support children's and adults' learning, and promote greater impact within families and communities. We focus on enabling children and parents/carers to play and learn together, strengthening attachment and children's development, and building parents' capacity and independence. There is a strong emphasis on positive transitions, outcomes and collaborative working with partners.

The Service Manager will lead on the ongoing delivery and development of multi-site, play-based, health and early intervention projects, funded through partnerships with local authorities and other funders, which support children and families in a variety of settings.

ACCOUNTABILITY

The Service Manager will be line managed by Early Years Scotland Head of Services who in turn is accountable to the Chief Executive and ultimately to the Board of Directors.

PRINCIPAL RESPONSIBILITIES

- 1. The operational and strategic management and development of early years projects and services within designated areas and in partnership with other agencies by:**
 - managing the effective planning, implementation and evaluation of projects and services including capturing the learning for Early Years Scotland and others
 - establishing, developing and maintaining effective contact and working relationships with appropriate professionals, partner services and organisations and networks
 - ensuring the organisation's compliance with funders' agreements and conditions of grant through effective monitoring, evaluation and reporting on outcomes and indicators.

- 2. The financial management of relevant funding and budgets by:**
 - effectively managing and monitoring budgets for early years projects and services within designated areas
 - planning and budget-setting in consultation with the Head of Services
 - producing financial information for reporting to funders as required in agreements and conditions of grant.

- 3. Contributing, as a member of the management team, to cross-organisational management responsibilities including strategic development and the execution and development of core management functions by:**
 - regularly attending and actively contributing to management meetings
 - leading and participating in internal and external working groups as required
 - leading on cross-organisational, functional area/s on behalf of the management team
 - contributing to the development and creation of operational and other plans
 - setting and meeting strategic priorities and operational plan targets as required
 - contributing to risk assessment and other organisational processes as required
 - representing the organisation externally as agreed
 - participating in national activities such as policy consultation and development as agreed
 - Deputising for the Head of Services and Chief Executive when required.

- 4. Management of staff responsible for the delivery of projects and services and supervision of volunteers by:**
 - providing effective leadership and line management to staff
 - motivating staff and establishing clear communication channels for staff
 - inducting and providing clear remits and support for staff as required
 - working positively with other Early Years Scotland support staff
 - developing a strong team ethos and approach through effective leadership
 - leading on and supporting staff in the involvement of parents and carers, on occasion as volunteers, in projects and services
 - adhering closely to organisational policies and procedures and ensuring staff understand and work within them.

WIDER RESPONSIBILITIES

To take responsibility, along with other staff members, for ensuring that operational policies are observed and for carrying out other duties as appropriate to this post. This will include active participation in supervision and team meetings and to accept responsibility for identifying and meeting professional development and learning needs as part of an ongoing process.

This job remit is intended to outline the post at this stage of development. It is not an exhaustive list and it is recognised that jobs change and evolve over time. Post holders will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively and flexibly to changing organisational needs.

WORKING RELATIONSHIPS

The Service Manager will:

- meet regularly with the line manager
- prepare for and attend management team and other meetings as required
- line manage staff by:
 - ensuring induction takes place
 - convening regular team meetings
 - undertaking regular support and supervision
 - conducting Review and Planning meetings regularly
 - implementing appropriate administrative and organisational policies and procedures
- recruit and select staff in line with Early Years Scotland's procedures and policy
- liaise with the HR Officer regarding HR procedures and policy
- liaise with the Head of Services /Finance officer about designated budgets
- liaise with funders' officers in line with grant agreements
- establish and develop meaningful working partnerships with relevant organisations and agencies where appropriate.

PROFESSIONAL LEARNING AND DEVELOPMENT

The Service Manager will be expected to keep up to date in terms of knowledge and skills. It is also expected that all managers will keep themselves up to date in terms of policy developments, priorities and practice at organisational, local and national level.

All staff will be provided with opportunities to update skills and knowledge in line with their remit and organisational requirements within the limits of time and resources available and in accordance with furthering the aims of the organisation.

CORE COMPETENCIES

The competencies have been described under three headings: knowledge and understanding, skills and abilities and values and personal commitment. They are inherently linked to each other and the interrelationship among the three is core to ensuring that the Service Manager takes appropriate professional action during the course of their work with Early Years Scotland.

Knowledge and Understanding

- Organisational priorities, needs and values
- Organisational policies and procedures governing working practice and performance.
- Quality management and leadership practice
- Current policies and frameworks at national, local and establishment level including Curriculum for Excellence, The Promise, Realising the Ambition, GIRFEC and other relevant frameworks and initiatives
- Knowledge of SSSC registration, Care Inspectorate and Education Scotland regulations and inspection requirements
- Communication processes
- Organisational publications and resources
- How children learn and develop
- Trauma informed/responsive approach

- Effective teaching and learning strategies for working with staff
- Development of high quality professional support materials for professional learning
- Keep up to date with current sector developments, documents and initiatives

Skills and Capabilities

- Partnership, leadership and enabling role to work with staff in early learning and childcare settings
- Planning and coordinating of early years, health and family support programmes
- Build and maintain effective and positive working relationships
- Discuss, agree and implement systems for enabling progress updates and next steps with staff in early learning and childcare settings
- Provide a range of written reports as required
- Excellent communication (oral, written, ICT, presentational)
- Effective organisational, time management and prioritisation skills
- Excellent IT skills
- Monitor, evaluate and assess own performance in line with work priorities

Values and Personal Commitment

- Show commitment to the values of Early Years Scotland and service funders
- Ensure a highly professional and positive attitude is presented at all times
- Take responsibility for your own professional learning and value constructive feedback
- Show a commitment to reflection, self-evaluation and self-development
- Value, appreciate and respect the contribution of others
- Show commitment to achieving high standards and objectives which are planned and agreed
- Demonstrate flexibility, working on own initiative and self-reliance.
- Observe confidentiality at all times in line with policy
- Value and promote fairness, diversity, social inclusion and anti-discriminatory practice