

JOB DESCRIPTION

JOB DETAILS	
Job Title	Deputy Nursery Manager
Reports to	Nursery Manager
Band	Band 5
Department/Directorate	First Steps Nursery / Estates and Facilities Management (EFM)

JOB PURPOSE
Assist the Nursery Manager in the day to day running of childcare services at First Steps Nursery and to work closely with the Early Years Educator Room Leaders to provide a safe and caring environment, promoting the development of children in line with national and local guidance and regulations. Provide a professional, efficient and effective service meeting the operational needs of First Steps Nursery and the Trust, monitoring and ensuring compliance with legislation, regulations and Trust policy and guidelines within the stipulated budgets. Motivate and develop a team of staff to ensure expectations are exceeded and targets met. Identify common working practices and provide support as and when required. The post holder will be a single point of contact in the absence of senior management.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Instruct, support and monitor Early Years Educators to ensure children's health, wellbeing, learning and development needs are met in accordance with the Early Years Foundation Stage (EYFS), Educational Health Care Plans (EHCPs), legislation, policies and procedures. • Act as the Deputy Designated Safeguarding Lead (DDSL) for the Nursery, supporting the Lead Designated Safeguarding Lead (DSL) in promoting a strong safeguarding culture, responding appropriately to safeguarding concerns, making referrals where required, liaising with relevant agencies and deputising for the Lead DSL during periods of absence to ensure statutory safeguarding responsibilities continue to be fulfilled. • Support the day-to-day operational management of the Nursery, ensuring the safe, efficient and effective delivery of childcare services in line with statutory requirements, Trust policies and organisational objectives. • Lead by example to promote high-quality childcare practice, supporting staff to deliver stimulating, inclusive and child-centred learning environments. • Ensure children, parents and carers are welcomed into a caring, positive and inclusive environment, promoting positive relationships and effective partnership working. • Lead and supervise staff, ensuring high-quality care and delivery of activities. • Participate in management meetings and contribute to the ongoing development, evaluation and continuous improvement of childcare services. • Support Room Leaders in maintaining high standards of practice, ensuring consistency across the nursery and addressing issues of performance or quality as they arise. • Monitor compliance with OFSTED, EYFS, Safeguarding, Health & Safety, Infection Prevention & Control and other relevant statutory requirements, taking appropriate action where improvements are required. • Assist in the day-to-day allocation and deployment of staff to ensure legal staffing ratios are maintained whilst meeting the individual needs of children and the operational requirements of the Nursery.

- Act as the designated point of contact in the absence of the Nursery Manager, taking responsibility for operational decision-making and ensuring continuity of service.

KEY WORKING RELATIONSHIPS

Areas of responsibility: Day-to-day operational management of First Steps Nursery.

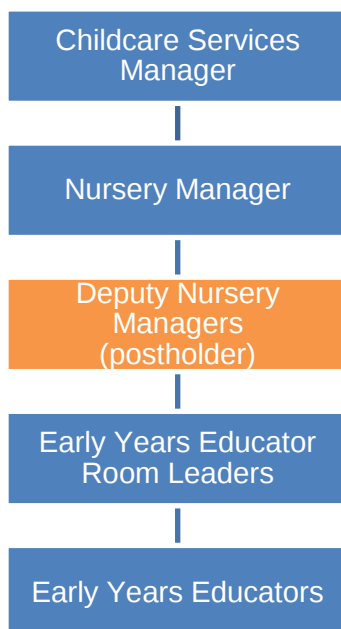
No. of staff reporting to this role: 52.0WTE

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Facilities Service Managers; • Childcare Services Manager; • Nursery Manager; • Other Deputy Nursery Managers; • Early Years Educator Room Leaders; • Early Years Educators; • Administration Services Supervisor; • Administrators; • Catering Assistants; • Departmental Managers/Supervisors; • Estates Department trades people; • Procurement Department; • ES&R Team; • Finance Team.	• Parents, guardians, carers and children; • Wider educational settings; • Accreditation and local external agencies (i.e. OFSTED, local colleges, Educational Psychologists, etc.).

ORGANISATIONAL CHART



FREEDOM TO ACT

- Responsible for the day-to-day operation of the First Steps Nursery, working to occupational guidelines and standard operating procedures, using initiative where required to achieve agreed results.
- Work is managed rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

- Provide and receive sensitive information relating to First Steps Nursery.
- Communicate complex and sensitive information effectively with children, families, staff and external agencies, overcoming barriers to communication through the use of empathy, persuasion, motivation, negotiation, coaching and training skills to promote understanding, resolve concerns and achieve positive outcomes.
- Explain statutory requirements, Nursery policies and procedures, providing coaching and training to staff and overcoming barriers to communication through the use of empathy, motivation, negotiation and effective communication techniques to achieve positive outcomes.
- Chair and lead departmental staff meetings, as required.
- Attend and participate in EFM meetings, as required.
- Maintain effective relationships with internal staff groups and external key stakeholders, relaying complex, sensitive and technical information as required. This may include communicating with parents and carers regarding their child's development or welfare, supporting difficult or sensitive conversations, liaising with Local Authority professionals, Health Visitors, SEND services, Social Care, OFSTED and other partner agencies.
- Provide effective support to parents, guardians and carers to promote their involvement and ensure effective communication within them.
- Deal with correspondence and telephone enquiries, acting on own initiative and directing as appropriate, receive log and action all complaints from clients.
- Communicate with the Local Authority, external agencies and other key stakeholders associated with First Steps Nursery using systems and processes that promotes the welfare of the child with regard to their special educational needs (SEN).

ANALYTICAL/JUDGEMENTAL SKILLS

- Investigate, rectify and/or escalate any issues found with regards to childcare service provision compliance and record written details of all issues found. Use initiative for deciding when to escalate issues to the Nursery Manager.
- Investigate issues with process and/or services and find the most appropriate solution.
- Assessing children's play, learning and developmental needs, using observation and dynamic risk assessment to identify barriers and evaluate possible activities, resources, environments and support strategies.

PLANNING/ORGANISATIONAL SKILLS

- Plan and organise complex activities and programmes, such as daily work schedules, organisation and adjustment of staffing rotas to meet demands and to ensure legal ratios are consistently met.
- Assist the Nursery Manager in setting and reviewing effective development and observational strategies in line with OFSTED requirements and the Early Years Foundation Stage (EYFS).
- Provide leadership, guidance and quality assurance to Early Years Educator (Room Leaders), ensuring the effective planning, implementation and evaluation of stimulating, inclusive and developmentally appropriate learning experiences that promote positive outcomes for all children in line with the Early Years Foundation Stage (EYFS).
- Plan and organise own workload.

PATIENT/CLIENT CARE

- In conjunction with the management team, provide advice to staff and parents, guardians and carers.
- Assist patients during incidental contact when on the Trust premises.

POLICY/SERVICE DEVELOPMENT

- Propose changes and develop departmental policies and improvements to services with the Nursery Manager/Childcare Services Manager.
- Supports the implementation, monitoring and consistent application of Trust and Nursery policies, procedures and statutory guidance across the Early Years team, ensuring compliance with the Early Years Foundation Stage (EYFS), OFSTED requirements and relevant legislation.
- Supports the implementation of new and revised Trust and Nursery policies, procedures and best practice guidance within the Early Years team, ensuring staff understand and consistently apply requirements through effective communication, training and ongoing support.
- Undertake project work as required.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the resource management and safe use of the equipment in First Steps Nursery in line with business expectations.
- Maintain and order stock of consumables and supplies for First Steps Nursery.
- Assist the Nursery Manager/Childcare Services Manager in ensuring that expenditure is within the current budget.
- Assist and support the Nursery Manager and Administration Services Supervisor with processes that contribute to the effective delivery of the service, inc. monthly invoicing, registering new children, Early Years grants, etc.

HUMAN RESOURCES

- Provide direct line management and performance management for designated members of the First Steps Nursery team. This includes conducting appraisals; managing sickness absence; addressing disciplinary, capability and grievance matters in accordance with Trust procedures; participating in recruitment and selection decisions; identifying training, development and career-progression needs; authorising annual leave; and allocating and reallocating staffing resources, responsibilities and areas of work to meet the operational needs of the service. Monitor performance and progress, provide appropriate management support and resolve staffing and operational issues arising. Support recruitment campaigns by undertaking shortlisting of candidates and assist with the interviewing process.
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- Undertake return to work interviews, absence management monitoring and initial stages of grievance and discipline in line with the Trust's policies and procedures.
- Ensure that all staff receive an appraisal at least every 12 months.
- To assist with ensuring that staff in your area of responsibility receive appropriate training and maintain adequate training records, along with records of review of their work performance and progress.
- Provide staff training in relation to the services that they are providing, and act as a role model.
- Maintain quality in own work and encourage others to do so.
- Responsible for entering updating Healthroster, including Bank staff requests.
- Responsible for ensuring the Early Years Education team comply with relevant legislation and Trust policies and procedures.
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INFORMATION RESOURCES

- Collect, collate and report routine data and information utilising the First Steps Nursery childcare management systems and present as required. This may be data inputted on the childcare management system by other Nursery staff members.
- Support the management and effective use of the Nursery's childcare management software, ensuring the accuracy of children's records, attendance, occupancy and funding information, maintaining data integrity and supporting staff in the effective use of the system. This may be data inputted on the childcare management system by other Nursery team members.
- Ensure the maintenance of records as required for the role.

RESEARCH AND DEVELOPMENT

- Participate in quality improvement initiatives, audits, service evaluations and staff surveys, using findings to contribute to the continuous improvement and development of the Nursery service.
- Contribute to the development and implementation of evidence-based practice, identifying opportunities to improve the quality, efficiency and effectiveness of childcare provision.
- Participate in equipment testing as and when required. This may include sensory equipment, educational resources and curriculum materials, new IT systems and I-Pads and communication devices.

PHYSICAL SKILLS

- Standard keyboard skills.
- Ability to support childcare provision across all Nursery rooms, requiring manual dexterity to safely handle babies and young children, assist with personal care and feeding, use specialist equipment

and communication aids, prepare learning activities and resources and demonstrate practical techniques to children and staff.

PHYSICAL EFFORT

- Ability to sit for occasional long periods at a workstation.
- Occasional requirement for moderate effort over short periods when supporting indoor and outdoor play activities, i.e. handling babies and young children, moving play equipment and resources, etc.

MENTAL EFFORT

- Frequent requirement to concentrate whilst balancing competing priorities, making decisions under pressure and responding to regular interruptions, including staffing issues, safeguarding concerns, parent and staff enquiries, operational incidents and changing service demands. This may lead to an unpredictable daily working pattern.
- Requirement to work flexibly in response to the operational needs of the service, including varying shift patterns, adjusting start and finish times and providing additional cover where reasonably required to maintain safe staffing levels and continuity of care.

EMOTIONAL EFFORT

- Occasional exposure to highly distressing circumstances where safeguarding issues are raised.
- Occasional exposure to upsetting or distressing circumstances when dealing with absence, performance, disciplinary or grievance issues.

WORKING CONDITIONS

- VDU use.
- Occasional exposure to bodily fluids, including supporting children with toileting, nappy changing, toileting accidents, vomit, blood and other bodily fluid spillages, requiring the application of infection prevention and control procedures and the use of appropriate personal protective equipment (PPE).

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's Disciplinary Policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1s / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trust's Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimizing the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

POST	Deputy Nursery Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Qualification on Childcare (NNEB / NVQ Level 3 or equivalent qualification and/or relevant experience)	E	
GCSEs Grade A-D / 9 -3 or equivalent including Maths and English	E	
Management and leadership qualification, or demonstrable equivalent experience	E	
Level 3 Safeguarding Awareness qualification	E	
Child Protection Level 3	E	
Paediatric First Aid Trained (2-day accredited course)	E	
Basic Food Hygiene certification	E	
KNOWLEDGE/SKILLS		
In depth knowledge of the holistic needs of 0–5-year-olds	E	
Knowledge of Child Protection procedures and legislation	E	
Good working knowledge of childcare services and OFSTED legislation	E	
Able to deliver high quality childcare through strong leadership and team work to underpin the principles of EYFS	E	
Knowledge of working with Trust computer systems, i.e. Healthroster, ESR, finance/procurement systems		D
Ability to work on own initiative and be able to manage a large staff group	E	
Ability to demonstrate computer literacy with a good understanding of Microsoft applications: Word, Excel, PowerPoint and Outlook	E	
Good written and verbal communication skills	E	
Good organisational skills and ability to multi task	E	
Ability to problem solve and analyse data	E	
Understanding of revenue budgets		D
EXPERIENCE		
Experience in a supervisory / management position	E	
Experience in safeguarding role	E	
Experience of working in an Early Years education role	E	
Experience in a childcare setting/environment	E	
PERSONAL ATTRIBUTES		
Willingness to undertake any relevant training	E	
Adaptable, flexible and reliable approach to departmental needs i.e. work and time	E	
Courteous and professional attitude	E	
Commitment to personal/professional development	E	
Ability to use own initiative	E	
Ability to prioritise workloads and able to work under pressure	E	
Strong understanding of the need for confidentiality	E	
OTHER REQUIRMENTS		
Ability to work as part of a team	E	
Demonstrate a positive commitment to uphold diversity and equality policies approved by the trust	E	
Ability to travel to other locations as required	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y		x		
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		x		
Animals	Y		x		
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y			x	
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	Y		x		
Night working	N				
Electrical work	N				
Physical Effort	Y		x		
Mental Effort	Y				x
Emotional Effort	Y		x		
Working in isolation	N				
Challenging behaviour	Y		x		