



Job Description – Chief Operating Officer (COO)

Job Description and Main Purpose of the Role:

- Will oversee the organisation's ongoing operations and procedures, maintaining control of the diverse business functions, ensuring it is in accordance with Company policy, all relevant legislation, plus local authority and OFSTED requirements.
- Will be expected to be an experienced and efficient leader, able to provide a strong day-to-day leadership presence by being proactive and hands-on with a willingness to guide and motivate others.
- Will be a key member of the management team, reporting to and working closely with the directors of the organisation to focus the businesses strategy and implement new processes and rigorous approaches.
- The goal of the COO role is to secure the functionality of the business in order to drive extensive and sustainable growth.

Reports to: Directors

Key responsibilities and accountabilities:

1. Staff management and development

- Lead employees to encourage maximum performance and dedication, motivating them with a shared sense of direction, pride and energy.
- Monitors all nursery staff and student placements, to ensure the effectiveness of service delivery in line with the nursery's policies, procedures and core values.
- Evaluate performance by analysing and interpreting data from the annual appraisal process, in order to identify staff training and developmental needs.
- To support managers within each nursery; establishing and maintaining staffing levels, which includes work allocation, training, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates managers to achieve peak productivity and performance.

2. Operational control

- Design and implement business strategies, plans and procedures to ensure the smooth running of the nursery at all times.

- Liaises with the Operational Director, ensuring they are kept up to date with written reports on all matters of importance.
- Continual review of the business structure and needs to ensure that the company is proactively pushing itself, allowing for business growth.
- Ensures that the nursery's procedures on child protection are adhered to liaising with the Operational Director and local social services as required.
- Understanding of business functions such as HR, Finance, marketing etc.
- Ensures the highest standard of safety and security within the nursery, in particular that security systems are always fully operational and used properly by all staff. Establishes all appropriate emergency procedures.
- Responsibility for all health and safety issues within the nursery, ensuring compliance with the Company's Health and Safety Policy and procedures at all times.
- Responsibility for the day to day management of the premises and services, liaising with the directors to ensure essential repairs and maintenance of the building are carried out within budgetary limits.

3. Budgetary control

- Meets the occupancy and revenue targets set by the nursery's directors and manages all day to day costs, to ensure the continued profitability of the nursery.
- Collects and records fees, reporting to the Operational Director cases of arrears, in line with policy and procedures.
- Controls and manages the ordering of food, supplies and equipment to required standards and within budgetary limits.
- Establishes and maintains inventories and records of nursery assets.

4. Curriculum development and good childcare practice

- Ensures that the planning and organisation of a quality educational provision is carried out to meet the Early Years Foundation Stage.
- To develop and implement initiatives that support children ensuring their individual needs are met within the group setting.
- Working in partnership with your team, delivers the care standards and educational programme on an on-going basis, taking into account any equality and diversity requirements.
- Monitors and evaluates the effectiveness of the curriculum provided and identifies areas for development.
- Ensures that individual records of all children's educational developmental progress are kept, based on day to day observations.
- Ensures the implementation of the Special Educational Needs Code of Practice and liaises with Early Years Special Needs Advisor in all matters relating to children with special educational needs.

5. Record keeping and reports

- Collects and maintains accurate statistical and personal records relating to staff, children and families at the nursery, providing regular reports to the Directors and other relevant parties.
- Ensures safe storage and appropriate access for all information, to guarantee compliance with data protection legislation.

6. Parental involvement: managing relationships and sharing information

- Builds a strong parent/carer relationships through day to day liaison with parents, resolving any issues or complaints as they arise.
- Encourages the involvement of parents/carers at all levels in the work of the nursery, including regular reviews of children's progress.
- Delivers childcare in a way that meets parents' needs and work in partnership with them providing high levels of customer care at all times.

7. Liaison with outside agencies and other parties

- Together with the managing director, develops links and a close working relationship with Early Years Team to ensure that the nursery receives all information and support available.
- Develops 'learning partnerships' with other industry leading nurseries and childcare organisations, to ensure that provision of care is as high quality and innovative as possible.
- Together with Operational Director, maintains a strong, positive relationship with OFSTED
- Develops a good collaborative relationship with schools in the local area, plus other providers and members of the local community.

8. General

- Attends and contributes regular operational and strategy meetings with the nursery's directors.
- To attend monthly staff / planning meetings and training sessions outside working hours.
- To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Director.
- Undertakes any other duties within the scope of the post as required.
- Maintains a flexible approach to the work of the nursery in response to the needs of children, families and staff.

9. Equality Opportunities

- Carry out all responsibilities and duties of the post with due regard to the

companies Equal Opportunities policy.

Required skills /Key areas:

- Higher level Early Years Qualification
- Childcare/Education related degree or a previous Ofsted inspector
- Strong organisational skills
- Be innovative
- Efficiently communication skills, both in written and verbal form
- Comprehensive knowledge of health & safety legislation
- Achievement orientated with an ability to use own initiative and have good judgment and decision making skills
- Strong people management skills with the ability to lead and motivate a team
- Thorough with strong attention to detail and a commitment to excellence
- Proactive and innovative approach to challenges and ideas, plus strong problem solving capabilities
- Flexible and receptive to change
- Resilience, i.e. maturity, ability to cope with pressure and difficult people
- Commitment to the job, business and to quality early years care and education
- Ability to balance and reconcile different interests and respond sensitively to varying needs
- Self-confident with strong interpersonal skills
- Willing to acquire new skills and undertake further training when necessary
- Enjoys working collaboratively as a member of a team