

Tigers Childcare: Quality Support Manager **(<https://www.activelink.ie/node/110923>)**



Role: Quality Support Manager

Reports to: Quality Development Manager

Contract: Full-time, Permanent

Location: Travelling between centres based in Dublin, Meath, Kildare. Travel to Cork may be required on occasion.

Requirements:

- Full Irish Drivers Licence and access to a car
- Minimum third level qualification at Level 8 (or equivalent) on the National Framework of Qualifications in Early Childhood Education and Care
- Minimum 3 years' experience of working in the early year sector, preferably in a management/leadership position.

Salary: From €19.00 ph / €39,500 pa depending on experience

Role Description:

The Quality Support Manager is part of the Quality Compliance Support (QCS) team supporting a cluster of centres and leads a culture of contemporary early childhood (ECEC) and school aged (SAC) practice and compliance across our early years and school aged centres.

Key Responsibilities:

Quality:

- Apply a detailed knowledge of early childhood and school-aged curricular approaches and developments in line with national frameworks and guidelines
- Contribute to the formulation, implementation and continuous review of policies, procedures, and curriculum and put forward changes as necessary
- Liaise with other professionals and institutions to inform and research the development of quality improvement strategies
- Contribute to the research and development of training materials and resources in relation to compliance and practice in line with organisational goals and objectives
- Deliver training to managers and colleagues
- Contribute to and facilitate enhanced communication, collaboration and communities of practice within rooms, centres, the organisation, and externally in the sector

Compliance:

- Carry out internal compliance inspections in line with Tigers Internal Compliance policy
- Develop reports that contain action plans to identify improvement measures required and report outcomes
- Provide direction and guidance to colleagues and managers on compliance matters and on internal policies and

procedures to ensure Tigers Childcare operate, at all times, within the Child Care Act 1991 (Early Years Services) Regulations 2016 and good practice standards outlined in Quality Regulatory Framework (QRF)

- Track and address any issues and/or patterns identified on inspections
- Continually monitor and review the internal inspection process and criteria to ensure that practice meets regulatory requirement and operates efficiently and effectively in line with organisational goals and objectives

Support and Leadership:

- Provide support to managers and colleagues to ensure that the rights of the child (United Nations Convention on the Rights) are upheld, and to ensure high quality practice that includes that includes all the key elements and principles of national and international quality guidelines
- Support managers and colleagues on Child safeguarding concerns
- Support managers and colleagues in addressing parent complaints
- Support managers to facilitate and respond to various inspections
- Supporting managers in carrying out risk assessments, root cause analysis and investigations
- Support managers and colleagues to promote inclusive and democratic practice including the recognition of different children's potential and in the development and implementation of specific strategies in response to those individual requirements. Support colleagues to evaluate that these strategies effectively support individual children and are implemented appropriately
- Carry out induction, coaching, mentoring and training for managers and colleagues
- Support managers and colleagues to participate in and contribute to quality improvement programs and strategies (internal and external) and other organisational activities to meet organisational, and national quality standards

Additional resource:

- Carry out tasks (when required) to assist the HR and Operations teams

Organisational Expectations:

- Work and collaborate with colleagues in maintaining a professional approach to work, ensuring standards of performance that reflect the Tigers Childcare values
- Support and contribute to an integrated and collaborative approach across the company.
- Contribute to an atmosphere of trust and professional respect through an attitude of openness, tolerance, constructive conflict resolution processes and maintenance of confidentiality.
- Actively assess, manage and where possible mitigate workplace risk including work health and safety risk, risk to educators and children, reputational risk and personal risk.
- Engage in regular continuous professional development (CPD) opportunities to review and improve, knowledge and skills at a personal and professional level including activities such as self-reflection and evaluation
- Be flexible in relation to travel to centres and providing a range of supports and additional resource functions when required
- Attend out of working hours' activities, to include training, staff meetings, parents' evenings and special events as required.

Communication, leadership, management and administration:

- Ability to maintain strong interpersonal, intrapersonal and self- awareness and relationships in all interactions with managers, colleagues, children and parents
- Ability to work independently and co-operatively in a team environment, with an innovative, supportive, and flexible approach to work
- Ability to reflect and critically evaluate self in relation to personal and professional development
- Ability to support, lead and mentor others, including role-modelling
- Demonstrate strong organisational, problem-solving and decision-making skills
- High level of attention to detail and excellent follow-up skills
- ● Possess a high level of written report writing skills and verbal communication skills.
- Proven ability to independently manage workloads

Experience and Knowledge:

- Experience in leadership of pedagogical practices
- In-depth knowledge of current early childhood education and school-age legislation, regulation, and national frameworks including inspection criteria

- In-depth knowledge and understanding of a broad range of child development theories and the centrality of play, language, relationships and environments to children's learning

Benefits & what we can offer you:

- Competitive salary
- 5 days statutory sick payment
- FlyeFit Gym Discounted
- 30 paid holiday days, including bank holidays (Holiday increments based on length of service)
- Exclusive Colleague Lifestyle & Learning Discount Platform
- Access to HSF Health Plan with 10% discount benefit
- Referral bonus for introducing new colleagues (250 euro), Unlimited
- Employee Assistance Programme (EAP), Further development and training within the industry.
- Continuing Professional Development (CPD)
- Colleague Recognition Rewards (Tigers stripes Programme)
- Neuro-divergent allowances
- Educational assistance Programme to support colleagues in their development
- Thorough onboarding induction Programme

This job description may be reviewed, updated and/or amended from time to time in line with the requirement of the business and as required by the Managing Director, Operations.

Please click here to apply for the position. (<https://app.occupop.com/shared/job/quality-manager-1d1ca>)

Closing date: 30th September 2024

Region

Dublin / Meath / Kildare

Date Entered/Updated

16th Sep, 2024

Expiry Date

30th Sep, 2024

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