

Position Description (People Managers) **Manager, Education and Care Services**

Division	City Life
Business Unit	Social City
Management Level	M4
Grade/Band	Band 8
Date position description approved	3 November 2023

The City of Sydney

Our people are passionate about their communities and connected to their teams. They're motivated by our genuine commitment to diversity and inclusion, demonstrated by our clear, compelling plan for our global city: [Sustainable Sydney 2030 – 2050 Continuing the Vision](#).

Caring for our city, creating a future for all is our purpose. No matter the role we play, caring for our communities, environment, work and people is our foundation. We're passionate about our city: its venues, facilities, open spaces and everything we do to make it a great global city. And our people: our commitment to social justice so no one gets left behind.

Council values

We have 3 values that guide our everyday behaviours and reflect us at our best.

Make a difference: We care about our community and strive to be our best every day. We act with integrity in the best interests of our city and colleagues.

Better together: We do our best when we listen to the voices of others and work as a team. We celebrate our diversity, finding ways for everyone to belong.

Embrace possibilities: We encourage curiosity and are open to new ideas. We challenge ourselves to find the best solutions for our city and our organisation.

Primary purpose of the position

To effectively manage the integrated service delivery of City operated education and care services, ensuring strategic alignment with the City's plans and the National Quality Framework and management of contracted service providers across the Local Government Area.

Key accountabilities

Manage and lead teams to develop and deliver innovative education and care services responsive to community needs and aligned to the City's strategic plans and the Education and Care Services National Quality Framework.

Operate education and care services in a manner that is compliant with all legislation pertaining to the education and care sector, including but not limited to the National Quality Framework, Child Protection legislation and Family Assistance Law.

Undertake regular review, analysis and evaluation of education and care services delivered through the City to ensure they continue to meet the needs of families and the community.

Establish and maintain effective partnerships across the organisation, within the community and with key stakeholders to enable the delivery of the City's strategies and plans that enhance identified social outcomes for children and families.

In collaboration with other internal stakeholders, monitor supply and demand of education and care services, assess needs of families and workers and provide specialist advice, guidance and support to Council on the provision of high-quality education and care services that support the changing needs of the community.

Lead the analysis, identification and implementation of operational efficiencies across Child and Family Services.

Maintain effective relationships with education and care service providers that occupy City owned education and care facilities or deliver education and care services on behalf of or in partnership with the City that deliver on the City's outcomes and plans.

Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

Key challenges

- Maintaining an understanding of the changing needs and desires of the community in relation to education and care.
- Balancing the needs of the organisation with the needs and desires of families, stakeholders and staff.
- Delivering consistent quality outcomes in a highly regulated and complex environment.
- Keeping abreast of legislation, policy, procedure and system changes in a highly regulated environment.
- Timely implementation of legislation, policy, procedure and system changes in a highly regulated environment.

Key relationships

Who	Why
Internal	
Social City	<ul style="list-style-type: none">• Receive advice and report on progress towards business objectives• Provide expert advice and contribute to decision making

Who	Why
	<ul style="list-style-type: none"> Identify emerging issues/risks and their implications and propose solutions
Education and Care Services Management Team	<ul style="list-style-type: none"> Collaborate as a team to set strategic direction which aligns with the City's strategies Identify emerging issues/risks and their implications and propose solutions
Direct Reports	<ul style="list-style-type: none"> Lead, direct, manage and support performance and development Guide, support, coach and mentor
City Projects and Properties	<ul style="list-style-type: none"> Lead communications to ensure timely and appropriate responses to facility issues and collaboration on capital work projects
City staff within other City units and divisions including City Life, Strategy and Comms, Finance, Planning, Legal and Governance, Workforce Services	<ul style="list-style-type: none"> Work in collaboration with City staff and teams on various projects that support the implementation of the City's strategies Provide advice to City staff from a children and family or education and care services perspective Seek advice to inform sound decision making
External	
Stakeholders	<ul style="list-style-type: none"> Management of relationships with families, community members, community organisations, agencies and others to achieve desired outcomes.
Funding and Regulatory Bodies	<ul style="list-style-type: none"> Seek advice to ensure regulatory compliance to the National Quality Framework and funding agreements.

Key dimensions

Decision making

The position has the authority to make decisions that:

- align with formal delegations under the Act and/or Council policy as an M4 Manager;
- In collaboration with/or advice from appropriate internal stakeholders (such as Manager, Social Programs and Services, Director City Life, Legal Services, Governance and Workforce Services), make decisions as a "person in management or control" of an education and care service as defined by the Education and Care National Law and Regulation.

Reports to

Manager Social Programs and Services

Direct reports

Manager Early Childhood Services
Manager Middle Childhood Services
Business Support Coordinator
Business Support Officer

Estimated number of indirect reports

90

Essential Knowledge, Skills & Experience

- Tertiary qualification in children's services or relevant discipline.
- Current First Aid Certificate, Asthma and Anaphylaxis Certificates.
- Demonstrated experience in managing and leading multiple teams.
- Broad experience in a range of education and care services including early and middle childhood services.
- A current Working with Children Check and willingness to undergo a police check.
- Demonstrated experience in the establishment and implementation of high-quality programs in early education and care settings that aligns with an approved curriculum framework.
- Advanced ability to interpret and implement the Education and Care Services National Law & Regulations, child protection legislation, Family Assistance Law and their applications within an education and care setting.

Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Section Unit Manager - M4
	Cultivates Productive Relationships	Section Unit Manager - M4
	Drives Results	Section Unit Manager - M4
	Develops People and Culture	Section Unit Manager - M4
	Operates Strategically	Section Unit Manager - M4
Management	Technology and Information Management	Section Unit Manager - M4
	Finance and Resource Management	Section Unit Manager - M4
	Asset Management	Section Unit Manager - M4
	Risk Management, Safety and Compliance	Section Unit Manager - M4
	Procurement and Contract Management	Section Unit Manager - M4
	Project Management	Section Unit Manager - M4
	Change Management	Section Unit Manager - M4
	People Management	Section Unit Manager - M4