# Assistant/ Deputy Manager

## Job Overview

The role of the Assistant/Deputy Nursery Manager is to support the Nursery Manager in providing professional leadership and management of the nursery and its staff and to support the Nursery Manager in the successful management of the day to day running of the nursery and deliver high quality standards of care and education for all children. This is a 50/50 role, combining hands-on, room-based childcare with supernumerary management responsibilities, including team leadership, coaching, parent experience and commercial performance.

## Aims

- Comply with all regulatory requirements.
- Provide high standards of care and education.
- Support all nursery staff in their roles.
- Acquire and maintain positive working partnerships with staff, parents and carers
- Sustain targets for revenue and costs.

## Key Responsibilities

- Support the Nursery Manager in the effective day-to-day leadership and management of the nursery, ensuring all company policies, procedures and regulatory requirements are consistently implemented.
- Take responsibility for line managing, coaching and developing the nursery team, providing clear direction, regular supervision, constructive feedback and ongoing support to build confidence, capability and high standards of practice.
- Lead and develop a strong coaching culture within the team, identifying individual strengths and development needs, supporting continuous professional development and ensuring staff are equipped to deliver consistently high-quality childcare.
- Promote a high standard of quality across the nursery, including teaching and learning, practice, environment and resources, ensuring provision meets the requirements of the Early Years Foundation Stage (EYFS) and reflects current best practice.
- Ensure effective planning, observation, assessment and record keeping are embedded across the nursery, supporting staff to use assessment effectively to understand and respond to children's individual needs.
- Provide leadership and support around SEND and inclusion, ensuring children receive appropriate support and that staff understand and implement inclusive practice.
- Build and maintain positive, professional relationships with colleagues, children, parents and carers, creating a welcoming and supportive environment and ensuring the parent experience remains consistently high.

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- Understand the relationship between operational performance, parent experience and commercial nursery performance, recognising that high-quality provision, strong relationships and excellent customer service have a direct impact on parent retention, occupancy, reputation, referrals and sales.
- Support the Nursery Manager in driving nursery performance and achieving business objectives, using an understanding of occupancy, enquiries, conversions, retention and customer experience to contribute to the nursery's overall commercial success.
- Actively promote and represent the nursery to existing and prospective parents and the wider community, ensuring prospective families receive a positive and engaging experience from initial enquiry through to registration and ongoing attendance.
- Effectively deploy and manage staff to maintain appropriate ratios, high-quality provision and a positive experience for children, families and team members.
- Ensure the effective implementation of the nursery's keyperson system, supporting staff to build strong relationships with children and their families.
- Maintain a strong safeguarding culture, ensuring children are kept safe and that all staff understand, follow and have confidence in safeguarding policies and procedures.
- Support the Nursery Manager in creating a culture of self-evaluation, reflective practice and continuous improvement, encouraging the team to take ownership of quality and identify opportunities for development.
- Develop and maintain effective professional relationships with relevant external agencies and professionals, working collaboratively to support children and families.
- Ensure compliance with health and safety policies and procedures, supporting the Nursery Manager in maintaining a safe environment and ensuring staff receive appropriate training.
- Maintain a thorough understanding of emergency, security, safeguarding and risk-management procedures and ensure these are embedded within daily practice.
- Support the Nursery Manager in ensuring the nursery remains compliant with regard to appropriately qualified, trained and vetted staff.
- Contribute to the recruitment, selection, induction, onboarding, coaching, development and appraisal of staff, ensuring new and existing team members understand expectations and are supported to achieve high standards.
- Take an active role in performance management, addressing underperformance constructively and recognising and developing high-performing team members.

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- Support the Nursery Manager with supervisions, appraisals and individual development plans, ensuring training needs are identified and appropriate development opportunities are provided.
- Work collaboratively with the Nursery Manager, franchisee and Head Office on disciplinary and grievance matters, following company procedures and maintaining professional and fair processes.
- Ensure parent complaints, concerns and feedback are listened to and resolved proactively and within appropriate timescales, using feedback as an opportunity to improve both service quality and parent experience**.**
- Support the Nursery Manager in preparing for and facilitating inspections by regulatory bodies, ensuring recommendations and actions are implemented effectively.
- Support the Nursery Manager with nursery administration, including maintaining accurate children's and personnel records, ordering resources and equipment, and ensuring documentation is complete and compliant.
- Contribute to the overall commercial and operational performance of the nursery**,** balancing excellent childcare and educational outcomes with efficient resource management, staff deployment, occupancy, parent retention and customer satisfaction.
- Demonstrate strong leadership presence and act as a positive role model, creating a culture where staff feel valued, supported and accountable for delivering exceptional outcomes for children and families.
- Assume additional management responsibilities as required, providing leadership and continuity in the Nursery Manager's absence and taking ownership of key areas of nursery performance when delegated
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| **Additional responsibilities specific to setting:** |
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# Assistant/ Deputy Manager

## Person Specification – Assistant/Deputy Manager

| Essential | Desirable |
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| **Qualifications** | **Qualifications** |
| • Minimum full and relevant Level 3 Early Years qualification<br>• Paediatric First Aid<br>• Basic Safeguarding<br>• | • Food and Hygiene Level 2<br>• Prevent Duty<br>• FGM<br>• Designated Safeguarding Lead<br>• Safer Recruitment<br>• Emergency First Aid at Work<br>• Early Years Leadership and Management qualification i.e., City and Guilds Level 5 Diploma in Leadership for the Children's & Young People's Workforce<br>• SENDCO<br>• Self-Regulation |
| **Skills/Competencies** | **Skills/Competencies** |
| • Ability to write reports and keep clear and accurate records.<br>• Ability to write clear objective observations.<br>• Excellent planning and organising<br>• Strong IT skills<br>• Strong leadership<br>• Excellent communicator<br>• Able to motivate, manage and work productively within a team.<br>• Ability to comprehend, impart and adhere to a strict set of policies and procedures<br>• Identify training needs, develop training plans and evaluate training undertaken by staff<br>• Working with and supporting parents<br>• Working with outside agencies<br>• Effective time management<br>• Ability to prioritise workload.<br>• Able to maintain confidentiality | • Able to work confidently with SEND.<br>• Calm in all circumstances.<br>• Able to work on own initiative.<br>• Business savvy<br>• Evidence of ongoing personal development<br>• Recruit, induct, support, train and appraise all staff to ensure delivery of high-quality childcare practice<br>• Knowledge of digital learning platforms, i.e., FAMLY, Learning Book, Tapestry etc |
| **Knowledge** | **Knowledge** |
| • Excellent working knowledge of the Early Years Foundation Stage<br>• Excellent knowledge of the current Early Years Inspection Framework<br>• Thorough knowledge of and appreciation for child safeguarding and welfare | • Knowledge of the Special Educational Needs Code of Practice and the required support systems put in place.<br>• Excellent knowledge of HR and recruitment regulations and processes particularly relating to the early years sector |

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| • Strong understanding of health and safety and practical hygiene issues | |
| **Experience Required** | **Experience Required** |
| • Minimum of 2 years recent experience working as a Third-in-Charge/Room Leader | • Knowledge of the Special Educational Needs Code of Practice and the required support systems put in place<br>• Excellent knowledge of HR and recruitment regulations and processes particularly relating to the early years sector |
| **Personal Qualities** | **Personal Qualities** |
| • Flexible<br>• Enthusiastic<br>• Respectful<br>• Adaptable<br>• Patient<br>• Driven<br>• Calm<br>• Approachable | • Able to have fun!<br>• Creative thinker<br>• |

**The duties and responsibilities included in this job specification are not exhaustive or restrictive and can be reviewed at any time in the future, changes and other duties deemed relevant to this post may be added.**

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