



# Working at Coin Street

Job pack

# Creating an inspirational neighbourhood

Some use our nursery, our sports pitches or have attended conferences in our neighbourhood centre. Others live or work on our South Bank site. But most of the thousands of people who pass through the Coin Street site every day don't even know we exist.

That's a shame. Because our story matters.

It's a story about inclusiveness and diversity. About culture, community, and commercial success. About how we work together to create an inspirational neighbourhood - today, tomorrow, and forever.



**BE PART OF IT**

# What we do

We provide the opportunities and spaces for people to lead their own change. Our activities are wide and far reaching. From giving families and children the best start in life through our childcare and family support, to creating and maintaining high quality live, work and play spaces on land which we own.

We promote enterprise, creativity and lifelong learning whether that's through providing employment, volunteering opportunities, nurturing enterprise or delivering programmes and activities.

We provide housing that supports our community; we champion co-operative housing and influence local and national housing policy. From sports and dance to healthy eating and gardening, we offer a range of facilities and activities accessible to everyone to support health and wellbeing in our community.

We are conscious that our neighbourhood is a small part of a global community and that we all need to work together to tackle the challenges faced by the earth and all who live on it.



**CREATE**

## JOB DESCRIPTION

<b>ROLE:</b>	<b>DEPUTY OPERATIONS MANAGER (EARLY YEARS)</b>
Reports to:	Senior Operations Manager
Direct reports:	Data Outreach Officer (p/t) x 2
Contract details:	Full time, 35 hours per week, permanent Shift rota basis working: 7:45am- 3:45pm, 8:30am-4:30pm, 9am – 5pm and 10am-6pm
Salary	£38,300 per annum

## ROLE SUMMARY

You will provide first-class back-office support to our nursery which includes proactive management of our occupancy across our childcare provision, monitor income and expenditure to ensure we deliver against our agreed budgets and be the first point of contact for families interested in our provision. You will act as deputy to the Senior Operations Manager supporting them with operational oversight of the early years provision. You will also work with our family support team ensuring that information is shared between the nursery and family support and oversee the data analysis related to the outreach strategy.

## TEAM OVERVIEW

You will work primarily in our nursery and work closely with nursery management, however, working as part of our community directorate and across our family support team. Our provision includes a 59-place day nursery which provides high quality, affordable childcare and education for children from 6 months to 5 years; our family and children's centre which provides a wide range of support including stay and play, parenting courses, healthy eating sessions and intensive 1-2-1 support for families facing complex challenges; and community programmes for all ages.

## KEY ACCOUNTABILITIES

### Managing Occupancy

1. Maximise nursery fee income to deliver budget targets, monitoring occupancy levels along with all aspects of the occupancy process, including onboarding and leaving.
2. Manage the nursery waiting list and pro-actively update applicants of their position on the waiting list and act as the central point of contact for all waiting list enquiries.
3. Act as first point of contact for customer and client queries.

4. Support the marketing of the nursery and family and children's centre, updating promotional materials, website and arranging nursery tours.
5. Provide accurate and up to date management information for committee reports related to occupancy and fee income.
6. Complete headcount and submit supporting paperwork within deadlines, as well as additional ad hoc claims.

## **Monitoring Income and Expenditure**

7. Establish and maintain systems to accurately record and account for all nursery income and expenditure, agreeing action plan where balances deviate from agreed budgets. Oversee administration of any cash received ensuring agreed record keeping in place.
8. Oversee processes for the collection of fees, charges and invoices are followed and that overdue balances are communicated and recovered promptly.
9. Provide monthly summary reports of nursery income and expenditure against budget and ensure all payments are applied to the correct accounts in a timely manner
10. Record credit card purchases and provide documents to evidence spending on the Nursery credit card.
11. Ensure that the nursery travel cards are kept in credit and expenditure is recorded appropriately.
12. Manage stock and place orders with suppliers for the nursery and family support team and achieve value for money by reviewing supplier's costs regularly

## **Customer and client service**

13. Ensure that a welcoming and professional front of house service is provided at all times.
14. Support onboarding process, coordinating home visits with room leads, communicating, distributing and collating all relevant paperwork.
15. Support the drop of / pick up and registration of children, ensuring their wellbeing is safeguarded, and information is communicated effectively.
16. Process booking patterns and ad hoc requests efficiently ensuring they are recorded immediately on the nursery management software.

## **People Management**

17. Provide line management for the two part-time Family Support Data Outreach officers

18. Support nursery and family support management to organise rotas and book cover to maintain required ratios
19. Support the booking and induction of agency staff for both the nursery and family and children's centre, updating the Single Central Record.
20. Update diaries and nursery management software, collate and cross reference information to populate the Nursery Staff Operational Plan as required.
21. Monitor staff attendance and punctuality, updating the staff absence calendar as required.
22. Maintain high standards of security to safeguard children and staff.
23. Liaise with People and Team building to ensure that all new staff and volunteers complete the necessary training prior to starting (PREVENT, safeguarding, food hygiene, first aid).

## **Operations and Admin**

24. Ensure all family records are recorded thoroughly, regularly updated and reviewed in line with confidentiality and GDPR requirements and all changes are communicated to the relevant people.
25. Collate and input data relating to accidents and incidents into the nursery management software system and file paper copies accordingly.
26. Establish and maintain efficient administrative systems and processes to support the effective day to day running of the nursery, including coordinating and providing admin support at operational meetings.
27. Oversee the day to day management of the nursery premises to ensure essential repairs are logged and managed.
28. Ensure that end of the day nursery closure procedures are followed to ensure security of information and resources.
29. Plan and manage priorities to ensure community directorate objectives are met, identifying opportunities for service improvements, and allocating work and resources effectively.
30. Build relationships with other organisations undertaking similar work to identify and share good practice.
31. Coordinate and develop links with external providers to provide work experience and volunteering opportunities within the nursery and family support team.
32. Oversee the system for ensuring the safe storage, administration, recording of medicines

33. Oversee the recording and updating of childrens records relating to allergies, intolerances, sharing, displaying information with relevant staff.
34. Oversee contractors working in the nursery ensuring children are safeguarded
35. Support the nursery team on occasion to maintain standards and necessary staff / child ratios
36. To undertake any other reasonable duties, as may be required from time to time, as consistent with the scope of this role

## GENERAL REQUIREMENTS

To comply with Coin Street's Diversity, Equality and Inclusion policy.

To comply with Coin Street's Health & Safety policies.

To comply with Coin Street's Safeguarding policies.

To comply with Coin Street's IT policies and procedures.

To promote an organisational culture that reflects Coin Street's values:

- *Creative: By looking for solutions rather than problems I will find better ways of doing things*
- *Collaborative: By respecting the views of others we will learn, grow, and achieve more together*
- *Committed: I do what I say I am going to do, and do the best job I can.*

## PERSON SPECIFICATION

### KNOWLEDGE & EXPERIENCE

#### ESSENTIAL

1. A good standard of education (minimum GCSE maths and English or equivalent)
2. Proven administration and customer service experience
3. Financially literate, with an ability to understand and work with budgets

#### DESIRABLE

4. Experience in managing and allocating resources (for example staffing rotas, budget allocations, stock control)
5. Experience of working in a nursery or childcare setting
6. An understanding of safeguarding and child protection issues (training and support available)

### SKILLS & ABILITIES

7. A personal commitment to and enthusiasm for Coin Street's ethos and mission
8. Results-driven approach with an ability to meet deadlines and juggle a range of tasks at one time with high accuracy and attention to detail
9. Good communication and people skills via written media, telephone and face to face
10. Flexible with a problem-solving skillset and a "can do" attitude, who is reliable and dependable
11. Pro-active approach with good organisational skills and a positive approach to administrative tasks
12. Excellent computer skills, including Word, Excel, and Outlook, and able to learn new programmes (e.g. nursery software, Publisher, Canva)



# What we can offer you (the highlights)

## REWARD AND PROTECTION

### Annual Holiday

27 days leave per year excluding bank holidays.

### Pension Scheme

Coin Street will contribute 5% to your pension if you contribute at least 3%.

### Life Assurance

Death in service (3 x salary), Income Protection and Critical Illness cover.

### Company Sick Pay

8 weeks at full pay and 5 weeks at 50%. Offered after 6 months and increases after 5 years

### Flexible working

Where we are able to, flexible working and hybrid working location

### Staff Socials and Inset Days

Staff information and team building days, plus plenty of social opportunities

### Training & Development

A commitment to training & development for all staff with regular progress & support reviews with your manager.

### Wellbeing

Mental wellbeing - webinars, courses, mediations, therapy session. Free gym membership at Colombo Centre.

### Staff Discounts

Discounts available from wide range of retailers and service providers for shopping, dining, experiences, car maintenance, study, etc.

### Nursery Discount

20% discount on nursery fees for staff whose children are enrolled in Coin Street Nursery.

## LIFESTYLE

