

## **SCOTTISH CHILDMINDING ASSOCIATION**

### **JOB DESCRIPTION**

**JOB TITLE:** **WORKFORCE MANAGER (RETENTION)**

**LOCATION:** Home / Office based

**HOURS:** Full-time 36 hours per week. Hours to be flexibly arranged to provide for occasional Saturday and evening work. Some overnight stays away from home. Time off in lieu may be taken for any extra hours worked. No overtime payments are possible.

**GRADE:** PO2 PT 39 - 42

**ACCOUNTABLE TO:** Senior Operations Manager (Workforce)

**ACCOUNTABLE FOR:** Quality and Learning Development Lead, Mentor Co-Ordinator and Childminder Practitioners x2

### **JOB PURPOSE**

To manage the implementation of planned and innovative childminder retention models, which will test and evaluate new approaches aimed at retaining existing childminders and growing the childminding workforce across Scotland, as part of a three-year programme for Retention and Recruitment.

### **KEY RESPONSIBILITIES:**

Contribute to the design and oversee delivery of new programmes which will provide funded time off the floor, mentoring and quality & learning to support workforce retention. Work closely with the other workforce managers to ensure a coordinated approach to the wider retention and recruitment programme. Support the Senior Operations Manager to ensure programmes are delivered on time and within budget. Relationship management with local authority partners and other key stakeholders. Identify opportunities for further partnership working. Support SCMA's organisational strategy.

### **KEY TASKS:**

- Manage the delivery of SCMA planned retention models of 'Time off the Floor', 'Mentoring' and 'Quality and Learning' in targeted authorities across Scotland.
- Support the Senior Operations Manager in the delivery of the models as part of the overall national retention and recruitment programme.
- Support ongoing testing and evaluation of each model providing key insights in order to maximise success in the retention of childminders in the workforce.
- Liaise with local authority staff to identify target areas and agree outcomes for retention pilots.
- Work closely with the Professional Learning Manager and Learn with SCMA team to ensure a coordinated approach to providing support in quality professional learning and development of tailored resources.
- Oversee the development and implementation and review of retention processes and procedures.
- Liaise with staff across the organisation as required to support ongoing communication and coordinated reporting to local authority staff.

- Monitor, review and report on designated services, ensuring they deliver to agreed outcomes, outputs, timescales and on budget.
- Identify challenges within the retention models and offer solution-focused approaches.
- Contribute to communications activity aimed at promoting our retention activity to others and liaise with SCMA Marketing & Communications (Workforce) staff to ensure childminder engagement.
- Contribute to the ongoing promotion of childminding as a high quality, professional, accessible and unique childcare service.
- Participate in regular Workforce Manager Team Meetings.
- Provide line management support and supervision to the Quality and Learning Development Lead, Mentoring Co-Ordinator and Childminding Practitioners x2, to achieve and perform their role to best effect.
- Conduct appraisal and support staff development, in line with Engaging our People.
- Take responsibility for your own personal development and contribute to the organisation's 'Engaging Our People' approach.
- Follow Health and Safety requirements, being aware of the health and safety of yourself, your colleagues and visitors to the office.
- Working at all times in a manner consistent with SCMA's equal opportunities policy.
- Meet regularly with your Line Manager for support, supervision and appraisal.
- Responding positively to changing business needs, may require you to carry out other mutually agreed tasks that are necessary to fulfil the job purpose.

## **PERSON SPECIFICATION - Workforce Manager (Retention)**

### **Essential**

High Standard of Education/Qualifications at SVQIII or HNC level or above or commitment to professional development

## **CAREER EXPERIENCE**

### **Essential**

- Experience of successfully managing services or staff in a childcare or linked setting
- Experience of using test of change/improvement methodology
- Experience of stakeholder engagement and collaborative working within voluntary and statutory sector
- Managing budgets and financial reporting

### **Desirable**

- Experience in successful delivery of mentoring programmes
- Project management planning and delivery with associated processes and procedures
- Securing funding and writing funding submissions (proposals, applications and/or tenders)
- Experience in using evaluation approaches to test and report on impact
- Experience of working with volunteers

## **KNOWLEDGE**

### **Essential**

- Childminding (or linked workforce) landscape and relevant strategic and operational priorities
- Relevant childcare, voluntary sector networks and other key stakeholders within childcare landscape across Scotland
- Understanding of the challenges facing our childminding workforce

### **Desirable**

- Understanding of childminding services and the working practices of registered childminders, including operating practice and supporting quality provision

**SKILLS:****Essential**

- Ability to manage and implement workforce retention models
- Ability to represent childminding at a national and local level
- High standard of written and verbal communication, including service and outcome reporting and presentation skills
- Ability to review and analyse data and information
- Effective negotiation skills
- Ability to work under pressure and to deadlines
- Good organisational skills including the storage of information and time management
- Ability to keep confidential information
- Tactful, self-reliant and good-humoured
- Ability to work on own initiative and in a team
- Ability to work collaboratively, including the ability to motivate and support staff
- Proficient in use of Microsoft software

**Desirable**

- Willingness to develop skills and undertake any relevant training

**PERSONAL CIRCUMSTANCE:**

Ability to work flexible hours and occasionally away from home overnight if required