



Role and Key Responsibilities

The general manager would ideally be a fluent Welsh speaker and they are responsible for the effective planning, delegating, coordinating, staffing, organizing, and decision making to attain desirable result for the parents and children in Bijou and profit making results for the business itself.

Breaking this down so that a comprehensive overview of the elements that can make up these elements.

- To ensure all children attending Bijou receive high quality Montessori inspired learning, care and are kept safe.
- To ensure the children have pre planned and stimulating Montessori inspired play and learning experiences which meet their individual needs and support all aspects of the Early Years Foundation Stage (EYFS) curriculum.
- To ensure the children have a warm and inviting environment where they have easy access to water to create self-help and that food and snacks are organic and healthy
- To ensure the premises are clean and tidy and regularly cleansed to ensure we maintain our Safer Clean standard.
- To ensure that with the Catering Manager that we maintain a 5* food rating

Other key responsibilities include:

- To plan and deliver effective management of the nursery, using the When I Work shift planning software
- To ensure the nursery complies with all relevant CIW legislation, plus local authority and CIW requirements where applicable.
- To ensure that the provision is of the highest quality at all times and strives to attain the highest "OUTSTANDING" rating from a CIW inspection
- To manage the nursery's Quality programme.
- To ensure that the nursery target occupancy levels are met - in conjunction with the Director
- Overseeing the recruitment and management of all childcare staff.
- To promote an environment where CPE training is a must

- To ensure staff know, understand and adhere to nursery policies, objectives and code of conduct.
- To ensure that first and foremost, safeguarding children and staff is our utmost priority.
- To promote and maintain our reputation for providing exemplary practice.
- To manage and continuously improve the delivery of our service
- Ensure there is supernumerary management cover during our opening Monday to Saturday (Excluding bank holidays and Christmas and New Year.)

Profile of the Ideal General Manager

Attributes	Criteria
Education and Training	<ul style="list-style-type: none"> ✓ Educated to Degree level with a relevant childcare qualification or Degree in Childcare. ✓ Childcare qualified to minimum level 3 or Level 5 if no degree ✓ Willing to consider graduate or post graduate training in Montessori ✓ Fully trained in the Early Years Foundation Stage. ✓ Fully trained in safeguarding children, behaviour management, special needs, health and safety, first aid, keyperson, equal opportunities. ✓ Evidence of managerial training, how to manage people, fiscal, recruitment and staff development etc. ✓ Fluency in written and spoken English.
Relevant Experience	<ul style="list-style-type: none"> ✓ A minimum of three years managerial experience in an outstanding nursery. ✓ Experience of working with children 0-5 years in a private or maintained setting ✓ Experience of working in a large or multi-location setting. ✓ Experience of successfully passing a CIW inspection to good or outstanding levels
General and Special Knowledge	<ul style="list-style-type: none"> ✓ An understanding of children's development and their needs. ✓ An awareness of Montessori and other child education philosophies such as Reggio Emilia, Steiner. ✓ An awareness of legislation such as The Children Act. ✓ A willingness to participate in childcare networking schemes such as the NDNA.

	<ul style="list-style-type: none"> ✓ A willingness to self-improve and develop childcare skills. Training will be provided in the form of on-going refresher courses, in house training, e-learning courses, sponsorship of EY Diplomas (level 3) as well as foundation courses (Levels 4,5) and Early Years Professional Educator, Teacher (Level 6,7). ✓ An appreciation of customer care skills when dealing with parents
Skills and Abilities	<ul style="list-style-type: none"> ✓ Knowledge and practical understanding of child development and parenting. ✓ Knowledge and understanding of legislation and regulations relating to nurseries for young children and the inspections process by CIW. ✓ Ability to think critically and make decisions. ✓ Able to work independently and to manage own time efficiently. ✓ Experience of managing, supervision and appraisal of staff. ✓ Ability to develop an effective team. ✓ Warm and caring personality - friendly and approachable to families. ✓ Ability to communicate effectively with staff at all levels. ✓ Commitment to equal opportunities for all children and families. ✓ Exposure to management skills such as staff mentoring and guidance d, meeting deadlines, efficiently organised. ✓ To promote an effective team environment and to promote best practice. ✓ To promote continual personal development and learning amongst employees. ✓ An ability to carry out light physical duties to include lifting babies and children, housekeeping tasks and setting up resources. ✓ Emotional resilience in working with challenging behaviours. ✓ A positive attitude to use of authority and maintaining discipline. ✓ Able to communicate effectively with adults and children. ✓ Excellent organisational skills.

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| | <ul style="list-style-type: none"> ✓ Able to work under pressure. ✓ Able to demonstrate reliability and initiative. ✓ A professional attitude and manner. ✓ Being comfortable with writing reports, letters, appraisals, emails. ✓ Flexibility to cope with the changing needs of the nursery and the legislation from CIW and Government. |
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Daily, Weekly and Monthly Duties the General Manager Role

Please ensure you have read and understood them as they form part of your overall Contract of Employment with the nursery. Activities and tasks are carried out on a daily, weekly or as required basis.

The General Manager is a key part of the nursery management team and along with the Director will be responsible for ensuring that all activities and tasks detailed in this role description are being performed to the nursery standards.

The role will be appraised on a regular basis by the Director during which performance will be reviewed and assessed in accordance with personal and nursery aims and objectives.

Whilst the role description contains specific responsibilities, it is expected that you will have a high degree of integrity and initiative in your self-management of performance evaluation. You will also be expected to demonstrate your willingness to get involved with the children and babies as no one wants a leader who isn't prepared to get involved.

Staffing and Leadership Responsibilities

- Overall to manage the nursery by example to others and thereby promote respect for the role. Nursery staff will learn and perform by how you perform your own role on a day to day basis.
- Proactively contribute to effective team working and foster open and honest communication amongst all employees within the nursery.
- Responsibility for the recruitment and overall management of all childcare staff.
- Define the roles and responsibilities of all staff and ensure the upkeep of job descriptions involving subordinate managers where necessary.
- Carry out all appropriate checks on current and new employees, DBS, References etc.
- Develop and maintain a bank of nursery staff to provide cover for all occasions.
- Ensure induction training is available and monitored along with the progress of new employees during their probation period.
- Ensure that staff follow the requirements of the nursery operational plan, long and medium term plans plus the requirements of the CIW.
- Maintain personnel records for all nursery employees using the HR software.
- Ensure that 360 degree staff appraisals are carried out twice per annum using the HR Software.
- Maintain appropriate staffing levels and ratios at all times, ensuring that

compliance with regulations relating to minimum staffing levels is adhered to. Responsibility for staffing rotas.

- Identify staff training and developmental needs, planning with the managing team to ensure these needs are met.
- Actively encourage the continual development of best practice.
- In relation to sickness and absence ensure you have adequate cover, that everyone is informed using the software and bank staff arranged.
- Ensure that supervisions are carried out on a regular basis to assist staff with their development.
- To be the final escalation point along with the Director for complaints, grievances, disciplinary issues. To ensure that conversations or actions that take place amongst your staff that could be relevant to disciplinary action needing to be taken by the nursery or incidents that are significant (positive and negative), are recorded and kept confidential and secure.
- Ensure that the appropriate recognition is given to staff who perform well or carry out their duties over and above what is expected. Promote incentive schemes.
- Carry out on-the-job training and coaching for employees.
- Actively encourage the continual development of best practice.
- Proactively contribute to effective team working and foster open and honest communication amongst all employees within the nursery.
- Commit to on-going personal learning and development and attend on and off-the-job training.
- Attend networking meetings both local authority and NDNA organised.
- Work in partnership with early years professionals and agencies, for example Health Visitors and SEN services.
- Within reason comply with requests to work outside normal hours, for example to cover if staff unexpectedly have to leave the room or are called away. This includes requests from the nursery to work long days (9 hours) from time to time.
- Manage and organise team meetings, to be held on a regular basis throughout the year.
- Manage and organise staff meetings and training, normally outside hours, to be held on a regular basis throughout the year, normally every 4-6 weeks.
- Ensure your staff adhere to the nursery policies regarding personal health, hygiene, punctuality, sickness and absence, and general grooming.
- Ensure that staff are wearing their uniform and adhere to nursery dress code.
- Ensure staff issues and complaints are dealt with promptly and accurately.
- Liaise with the Director and HR on HR related issues.

Operational Responsibilities

- Develop and manage the operational framework and standards to ensure the smooth running of the nursery at all times.
- Ensure the required standards, staffing ratios and conditions of registration are

maintained at all times.

- Monitor occupancy levels to ensure that they are maximised and proactively markets the nursery to meet these objectives.
- Ensure the FAMILY app and the When I Work and People HR apps are used correctly and up to date.
- Maintain accurate records for all children and staff including attendance registers.
- Responsibility for benchmarking, updating and communication all key policies and procedures to your staff.
- Ensure that the nursery's procedures on child safeguarding are adhered to liaising with the Director and local services as required.
- Ensure the highest standard of safety and security within the nursery, in particular that security systems are always fully operational and used properly by all staff and visitors.
- Establish all appropriate emergency procedures, especially fire drills.
- In conjunction with the Director, be responsible for all health and safety issues within the nursery, ensuring compliance with the nursery's Health and Safety Policy and procedures at all times.
- Operate the highest level of cleanliness and hygiene in within the nursery especially the safer place standard for COVID.
- Work with the catering team, to ensure that the meals provided are Organic, healthy and nutritious and cater for individual dietary needs.
- Be responsible for the day to day management of the premises and services, liaising with the Director to ensure essential repairs and maintenance of the building and grounds are carried out.
- Ensure correct and proper use of the nursery IT systems and processes.

Childcare and Curriculum Responsibilities

- Manage and deliver the Early Years Foundation Stage framework and any other appropriate guidance for young children in accordance with nursery policy and guidelines.
- Manage the observation of each child's progress and report on achievements, looking for progression and continuity alongside the Early Years Foundation Stage.
- Ensure staff keep their child profiles up to date and maintained at the required quality level. Check profiles at least monthly ensuring they are up to date and relevant.
- Ensure the Nursery Manager is Supervising the settling of new children into playrooms as well as the transfer of children from one room to another within the nursery, or those going to school.
- Ensure that all staff provide high quality childcare at all times.
- Ensure staff attend to the all-round daily needs of the children by enhancing their physical, intellectual, social and emotional development.
- Ensure staff are supporting children in serving their own food, milk, drinks

and snacks and encourage good nutrition and sociable eating.

- Provide cover for staff as required.
- Ensure staff assist children with personal care, including changing nappies, assisting with toileting and other associated welfare duties.
- Ensure staff have a completed and up to date care plan for each child in their room to be delivered by the Nursery Manager.
- Ensure that all staff maintain an attractive, stimulating and reassuring environment for children inside and outside.
- Action and monitor all child safeguarding / protection issues and accidents to ensure that any remedial action is taken immediately.
- Manage and continuously assess the key person system.
- Ensure accidents and incidents are managed correctly and parents are informed.
- Ensure children have adequate access to the garden and outside trips.
- Ensure the Nursery Manager and Catering Manager are monitoring milk kitchen duties and procedures are carried out effectively.
- Manage the acceptance into the nursery and that Nursery Manager is administering medicine in accordance with nursery policies.

Parent and Carer Responsibilities

- Work in partnership with parents/carers, recognising that parents are their children's first educators, and encourage parental involvement in the nursery. Constantly look for ways to improve the parent partnership and communication.
- Welcome new parents into the nursery.
- Provide the escalation point for parent / carer complaints, grievances or other issues.
- Manage and attend regular parents meetings and open days.
- Ensure parents are familiar with the security and procedures surrounding drop off and collection. (passwords etc. and the use of the FAMILY app).
- Ensure staff are providing feedback and daily reports to parents about their child's day at the nursery.
- Ensure staff are informing parents when their child is sick or not their normal self.
- Ensure Nursery Manager and staff know what is going on at home that may have an effect on the child's behaviour or mood when they are at nursery.
- Ensure staff awareness and understanding of the cultural, religious, ethical or personal preference issues that some parents may have in relation to their child.
- Ensure staff manage and communicate child absences or holidays. Ask parents about any likely absences.
- Ensure staff maintain the FAMILY app when parents drop off or collect their child.

Room and Premises Responsibilities

- Ensure that risk assessments for rooms and other areas are carried out in accordance with nursery policies and at the correct time and frequency.
- Ensure the nursery is kept tidy and organised to allow for the efficient use of time and to maintain the high quality standards that we have set as our on-going objective.
- Ensure that resources for the rooms are ordered in a timely fashion and in accordance with nursery budgets and are age appropriate.
- Ensure resources, toys and equipment are organised, stored correctly, cleaned regularly and any breakages reported to the office. Have an on-going resource plan.
- Ensure any signs pictures or displays that are fixed to the wall are tidy, appropriate and in keeping with nursery standards. Ensure that displays are changed regularly and in line with themes and seasons.
- Ensure that each room has a display outside each door that shows the members of the team.
- Ensure the staff board is up to date.
- Ensure rooms, toilets and corridors are left tidy and cleared away at the end of the day to include children's clothes and shoes, resources, cups, plates, utensils, food, drink etc.
- Ensure when using messy play items especially paint, cornflower etc., that any mess is cleaned up immediately after the activity.
- Ensure everything in the room that needs to be is appropriately labelled.
- Ensure that appropriate signage is displayed correctly e.g. fire evacuation.
- Answer the phone or entry system as appropriate.

Health and Safety Responsibilities

- Ensure that all staff are trained regularly on child safeguarding, health and hygiene.
- Manage the safety and security of all children, employees and visitors to the Nursery
- Understand and abide by the Health and Safety at Work Act 1974.
- Help carry out regular assessments to ensure all nursery health and safety procedures are adhered to.
- Ensure the cleanliness of the children at all times.
- Ensure Accident and Incident books are maintained correctly.
- Ensure child registers are kept correctly.
- Ensure that the nursery is cleaned regularly by an approved contractor.
- Ensure that obvious marks or spillages (doors, floors, walls etc.) are cleaned as soon as they happen, within reason.
- Ensure that room and garden risk assessments are carried out as required.
- Ensure the security systems are working (door access,)
- Ensure staff and parents adhere to the policies relating to phones, cameras and other media.
- Ensure data protection legislation is adhered to.

- Ensure all nursery records are accurate and held securely.
- Ensure all nursery equipment and stock is held securely and maintain key registers.

Fiscal Management

- Assist the Director in the setting and maintaining of pay scales and salaries.
- Review and monitor occupancy levels with the view to maintaining optimum capacity.
- Help to identify new sources of income, opportunities for increased profit and ideas for cost reduction.
- Help to identify financial risks and produce contingency plans.
- Manage the petty cash procedures and the acceptance of cash into the nursery.
- Manage staff budgets in conjunction with the Director.
- Assist the Accountant with fee accounting.
- Assist the Accountant with accounting for nursery income and expenditure.

Sales and Marketing

- Assist the Director and Marketing team with the creation and management of the sales and marketing plan.
- Work with the marketing team to proactively market the nursery in line with the sales and marketing plan.
- Assist with the creation and on-going management of the nursery brand.
- Manage new enquiries, show round and bookings procedures.
- Identify and implement sales activities to attract new parents and inspire the loyalty of existing parents.
- Ensure that there is a yearly calendar of events.
- Participate in all activities related to nursery publications, advertising, public relations, the web site and other marketing activities designed to promote the nursery.
- Liaise with associations such as NDNA, CIW, Vale Family and other agencies.
- Liaise with suppliers to ensure their service and/or product price and quality is appropriate.
- Ensure that information on the web site and marketing collateral is up to date.

Paperwork and Administration

The General Manager's main role is to ensure that paperwork and documentation that is required for the successful operation of the nursery is benchmarked, maintained and communicated to staff. Much of this paperwork is statutory and regulated by CIW, so is an essential part of what we are required to do. Please ensure paperwork is up to date, neat and tidy, correctly spelt and well written. If you have any reservations about staff's abilities with paperwork (such as dyslexia) then please ensure work is checked.

- Policies and procedures
- Risk assessments
- Parent Information Guides
- Parent handbook
- Staff handbook
- Session change forms
- Enquiry forms
- Booking forms
- Child profiles and observations
- Nappy charts and changing procedures
- Accident and incident books
- Menus
- Signing in and out
- Message and communication books
- Breakfast lists
- Allergy forms
- Dietary rooms
- Consent forms
- Sun cream forms
- Cleaning rotas, toys, bins etc.
- Bottle charts
- Sleep charts
- Cot checks
- Toilet checks
- Daily reports
- Registers