SKILLS FRAMEWORK FOR EARLY CHILDHOOD
SKILLS MAP - CENTRE MANAGER

Sector	Early Childhood
Track	Early Intervention
Occupation	Early Intervention Educator
Job Role	**Centre Manager**
Job Role Description	The Centre Manager is responsible for managing Centre operations and provides leadership in strategic and operational planning. He/She leads the development of Centre initiatives and improvements in systems, processes and operations for the effective delivery and quality of Centre programmes and services. He/She also drives the development and implementation of policies, procedures and standards as well as risk management frameworks to ensure quality teaching, curriculum development and student well-being. He/She oversees staff professional development, student enrolment and manpower requirements for the Centre. A highly experienced manager who possesses strong leadership skills and the ability to build and leverage effective relationships with stakeholders, He/She works in varied settings such as in Early Intervention teaching Centres, student care Centres, special education schools, and other Voluntary Welfare Organisations.

	Critical Work Functions	**Key Tasks**
Critical Work Functions and Key Tasks	Manage manpower resources	Drive the implementation of the recruitment strategies
		Review manpower plans for approval
		Lead the implementation of staff development, training and mentorship programmes
		Manage staff performance
	Manage Centre operations	Set strategic direction for the Centre
		Prepare annual work plans and budget plans
		Lead development of Centre programmes and initiatives
		Set the Centre's Key Performance Indicators
		Drive improvements on systems, processes and operations
		Advocate the importance of appropriate health, safety, nutritional and hygiene standards and procedures
	Drive compliance and risk management activities	Drive risk management initiatives
		Establish new or revised policies, procedures and standards
	Drive programmes and service excellence initiatives	Develop the organisational directions for cross-Centre partnerships and delivery of services
		Manage cross-Centre collaborations to enhance initiatives and programmes
		Develop strategic long-term plans to improve the quality of the learning environment
		Establish structures and processes for continuous enhancements of curriculum and programmes
	Manage student affairs	Report student statistics to the relevant agencies
		Set Centre's directions for engagement with families, community and other stakeholders
		Manage escalated communication and feedback from stakeholders
		Manage student enrolment for the Centre

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	Collaborate with families and stakeholders across disciplines	Inculcate a culture of collaboration within the Centre
		Drive the design of strategies to establish partnerships and collaborations with families and community stakeholders within the Centre
		Model professionalism when collaborating with community stakeholders within the Centre
		Build business relationships by representing and promoting the Centre
		Design Centre initiatives, family and community initiatives and programmes

	Technical Skills and Competencies		Critical Core Skills (Top 5)	
Skills and Competencies	Centre Innovation and Change Adoption	Level 6	Digital Fluency	Advanced
	Child Safety and Protection	Level 5	Decision Making	Advanced
	Coaching and Mentoring	Level 4	Developing People	Advanced
	Collaborative Practices with Stakeholders across Disciplines	Level 6	Influence	Advanced
	Community Partnership	Level 5	Problem Solving	Advanced
	Data and Information Management	Level 6		
	Diversity and Inclusion	Level 5		
	Ethical Conduct and Professional Integrity	Level 5		
	Financial Administration	Level 6		
	Health, Hygiene and Nutrition for Children	Level 6		
	Interaction and Relationship	Level 5		
	Operations Management	Level 6		
	Professional Advice and Engagement	Level 5		
	Resilience and Self-care	Level 5		
	Situation Management with Families and Community	Level 5		
	Social Service (Early Intervention) Programme Development and Implementation	Level 5		
	Staff Communication and Engagement	Level 4		
	Staff Continuous Learning	Level 5		
	Team Management	Level 5		

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	Visioning and Strategic Planning	Level 5		
Programme Listing	For a list of Training Programmes available for the Early Childhood sector, please visit: www.skillsfuture.gov.sg/skills-framework/earlychildhood			

The information contained in this document serves as a guide.

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