SKILLS FRAMEWORK FOR EARLY CHILDHOOD
SKILLS MAP - CLUSTER MANAGER

Sector	Early Childhood
Track	Learning Support
Occupation	Learning Support Educator
Job Role	**Cluster Manager**
Job Role Description	The Cluster Manager oversees the daily operations in the deployment of the team across Centres and ensures the team operates in compliance with all policies. He/she also manages manpower resources, including onboarding and staff development. He/She possesses strong leadership skills and is able to build and leverage effective relationships with stakeholders. He/She also drives the overall initiatives for cross-Centre programmes, curricula and quality of learning.

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

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

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	Staff Continuous Learning	Level 5		
	Team Management	Level 6		
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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