TSC Category	Operations and Management					
TSC	Operations Management					
TSC Description	Manage organisation's operational effectiveness and efficiency in accordance with regulatory frameworks and requirements					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
				ECC-CGP-4024-1.1	ECC-CGP-5024-1.1	ECC-CGP-6024-1.1
				Manage resources, systems and processes to ensure operational efficiency in the Centre and business continuity during emergencies in compliance with relevant standards	Establish resources, systems and processes to ensure operational efficiency in the Centre and business continuity during emergencies in compliance with relevant standards	Drive alignment of plans, systems and processes to ensure operational efficiency and business continuity during emergencies across Centres
Knowledge				• Government legislation, regulatory frameworks, policies and standards related to the sector • Organisation's policies and procedures that comply to legislative and regulatory requirements • Plans, processes and information systems used within the Centre • Organisational key performance indicators • Tools and methodologies to review and audit systems and processes • Emerging technology solutions to enhance Centre operations	• Guidelines on setting up and licencing of Early Childhood Development Centre • Centre management principles • Principles of quality system management and development • Relevant stakeholders to consider during resource planning • Organisation's Workplace Safety and Health (WSH) system, policies and procedure • Emergency preparedness • Business continuity plans • Methods for assessing use of Information and communication technology (ICT) for Centre operations • Success factors for implementation of ICT	• Strategies to drive, streamline and evaluate plans, systems and processes • National quality standards and protocols • Talent needs across Centres • Workforce trends that impact organisational performance • Responsibilities of staff in WSH • Risk analysis of the new ICT and implications on Centre operations • Considerations relating to introduction of new ICT
Abilities				• Document Centre operational processes to ensure compliance of roles and responsibilities	• Drive the long-term and short-term objectives of the Centre	• Develop strategic plans, initiatives, systems and processes across Centres

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				according to government frameworks and policies • Apply quality standards and guidelines in maintaining quality documentation • Support the audit in services and document audit findings for review • Support the development of strategic plans, initiatives, systems and processes within the Centre • Support the planning, management and administration of Centres • Support the periodic review of the effectiveness of initiatives, systems and processes in achieving Centre goals • Co-identify and suggest ICT solutions that will improve Centre operations	• Communicate government policies and frameworks to relevant stakeholders • Develop strategic plans, initiatives, systems and processes within the Centre • Provide guidance to operationalise government policies in the organisation • Monitor the alignment to the government guidelines, licencing requirements and standards • Plan and lead in the use of data and analysis to ensure Centre efficiency • Lead the periodic review to assess the effectiveness of initiatives, systems and processes in achieving Centre goals • Lead in conducting audits to ensure quality of services delivered adheres to government frameworks and regulations • Develop contingency response plans to address any emergencies, crisis and disruptions • Lead the execution of contingency response plans • Evaluate and recommend appropriate technology solutions to improve Centre's efficiency	• Develop policies and frameworks across Centres in alignment to the government guidelines, licencing requirements and standards • Establish an audit framework to ensure quality standards and guidelines are met • Establish guidelines across Centres on contingency response plans • Establish WSH policies and training programmes across Centres • Ensure that designated WSH personnel are briefed and trained • Establish need and selection criteria for new ICT • Develop implementation plan for successful integration of new ICT into operations Lead the evaluation of the performance of current technology solutions

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