



Branch Manager - Job Description

Job Title:	Branch Manager
Report To:	Operations Department
Direct Reports:	Assistant Manager, Unit Leaders, Seniors, Juniors, Branch Cooks, Trainees & Work Experience Students.
Job Purpose:	To ensure the smooth day-to-day running of the Branch. To ensure that the welfare and needs of the children are met at all times. To act as a role model for the Company to the parents and keep the operations executive / directors informed of any issues. Ensuring staff are motivated at all times. Maintaining the high occupancy levels.

Key Responsibilities:

Staff Responsibilities:	
1.	Growing and maintaining a “Best Place To Work For” culture ensuing staff are happy and motivated
2.	Keeping up-to-date information on staff, for example CV’s, copy of certificates, holiday records, sickness records etc. Conducting ‘return to work’ chats with staff
3.	Ensuring all new staff receive their induction training in their first month. Conducting the 2 month appraisal chat with new staff
4.	Conducting the staff appraisals annually, setting staff objectives and monitoring these objectives
5.	Managing all staff issues and seeking advise from Operations on all disciplinary / staff issues
6.	Arranging staff training needs by working with the Operations Department and ensuring / encouraging staff to attend
7.	Conduct staff interviews for new staff or internal promotions
8.	Conducting monthly fire drills and informing head office. Responsibility for ensuring your staff have First Aid, the branch has a safety officer and that safety statements are signed by all staff on the premises
9.	Liaising with the Cook regarding our menu and related purchases
10.	Ensuring staff have a good appearance and are in uniform daily
11.	Ensuring that all staff respect the rights of the children and their parents in the Branch
12.	Grooming the Assistant Manager/Unit Leaders to ensure adequate cover for you while on holidays / leave of absence / sick leave / meetings, etc
Meeting Responsibilities:	
13.	Ensuring that the staff meetings take place every month or every 2 nd month. Chairing the meetings, taking proper minutes and sending them to head office
14.	Attending the management meetings when organised and communicating progress from your Branch on approved template
15.	Ensuring ‘parent / teacher meetings’ and ‘moving room meetings’ take place by all staff
16.	Holding weekly meetings with the Assistant Manager/Unit Leaders
17.	Managing parent and information evenings and ensure the branch is organised and ready
Operational Responsibilities:	
18.	Working very closely with the Operations Department ensuring that the branches run efficiently and to full capacity. Ensuing that you have excellent communication with the Operations Department and liaising on a day-to-day basis with them on all branch matters
19.	Ensure your Branch is prepared for an inspection by the HSE at any time
20.	Ability to cover and work in all rooms in the branch for example to cover lunches, sickness, etc and as required
21.	Ensuring adequate staffing (i.e. staff to child ratio) and establishing and monitoring the roster through the Assistant Manager/Unit Leaders, in a cost effective way i.e. keeping overtime to a minimum. Conducting interviews as required
22.	Working with staff to develop routines / programme and plans for each room in the Branch
23.	Responsibility for the administrations duties of the Branch
24.	Informing HO and the finance department when staff are out sick or on holidays by completing the monthly staff report
25.	Managing all enquires from parents in an efficient and effective manner. Organising and completing Branch viewing when required. Knowledge on space availability and liaising with head office
26.	Hands on approach to parent and staff queries

27.	Managing the debtors list while working closely with the finance department on this important role
28.	Ensuring all policies and procedures are current and adhered to in the Branch
29.	Ensuring that high standards of health & hygiene are maintained and in line with the health & safety legislation and ensuring the building is in excellent condition at all times
30.	Stepping in to cover the branch cook when out
31.	Managing the occupancy levels ensuring that part-time places are matched
32.	Preparing monthly maintenance lists and ensuring their completion
33.	Managing the 'new booking' procedure in an accurate and timely manner
34.	Ad hoc duties as required

Experience, Knowledge and Qualifications required for Job:

Experience	Min of 4 - 5 years experience within a childcare centre and managerial experience essential
Knowledge	Childcare knowledge Ability to plan ahead Knowledge of the required Health & Safety and Policies & Procedures standards in the industry
Qualifications	Childcare qualification from a recognised childcare college First Aid certified Manual Handling certified Crèche Management course preferable
Other Personal Attributes Required	Proven track record as a leader A sincere and genuine love of children To be self motivated and ability to motivate others Good organisational skills Computer literate Excellent interpersonal and communication skills To be flexible and a team player Willingness to attend workshops and staff meetings Initiative and ability to cope under pressure Professional manner at all times

Additional Information

Our team are the key to our success as we work hard to meet the needs of our parents and their children for whom we care. They are dedicated individuals who are driven by the enjoyment and satisfaction gained from caring for children. Here are some of the general qualities we look for in all our people.

- Good communication skills
- Warm, caring personality, good rapport with adults and children alike
- A enthusiastic 'can-do' attitude
- A good sense of team spirit

What we can offer you

- A great salary
- Ongoing staff training
- Opportunities for career progression
- An active staff social programme
- Subsidised VHI group scheme
- Educational Assistance

If you think that you meet the above requirements and are interested in applying then forward your CV to our Operations department to arrange an interview.