

Candidate Information

Position: Deputy Childcare Manager
School/Department: Student and Campus Experience
Reference: 25/112687
Closing Date: Monday 14 July 2025
Salary: £29,594 - £32,186 per annum
Anticipated Interview Date: Monday 28 July 2025
Duration: Permanent

JOB PURPOSE:

To work as part of the Childcare Management Team in the delivery of an inclusive, high-quality childcare provision on campus at Queen's University Belfast. The post holder will be required to demonstrate skills and knowledge acquired through professional practice to ensure the delivery of a service in an environment which is legislatively compliant and in which the children's all-round development is met, and high standards of care are provided whilst delivering the highest levels of customer care. The postholder will have daily responsibility in assisting with the management of a Childcare staff team who are delivering childcare solutions to staff and students at Queen's University within a Care and Education (Educare) setting, ensuring the setting is operating within the legislative framework and is aligned to support the University in delivery of Strategy 2030.

MAJOR DUTIES:

1. Assist with the management of a team of Childcare Supervisors, Assistants and Cook and make certain of adherence to legislative requirements of the Children (NI) Order 1995 Childminding and Daycare for Children Under Age 12 Minimum Standards (July 2012) ensuring compliance to legislation, policy and procedure.
2. Assist with the organisation and delivery of effective and efficient operations of the Childcare Service following established procedures taking account of child, parent and staff need resources available. Ensure the Childcare facilities are legislatively compliant and operating within the agreed suite of policies for Childcare Services and Queen's University Belfast. Ensure all staff adhere to such policies.
3. To manage a team of staff and delegate work, monitoring and reviewing individual and team performance and motivate and facilitate staff development through organising performance review, identify training needs and facilitate relevant training.
4. Be responsible for completing associated administrative activities and processes in support of the Childcare Service i.e. staff rotas, annual leave, staff absences and wellbeing programme. Record child data on nursery management software system (INM) and advise staff on child observations, evaluations and curriculum planning. Ensure all staff are fulfilling the requirement of this processes.
5. Carry out analysis of sensitive information and documentation both manual and electronic, presenting results accurately and appropriately to provide support and find a resolution where needed.
6. Liaise with outside agencies e.g. BHSCT, Environmental Health and Training Agencies to ensure the highest standards of safety, hygiene and security whilst protecting the welfare of the children attending the childcare facility.
7. Maintain departmental information and documentation both manual and electronic and generate reports using Queen's systems i.e. Fire Management System, PlanOn, IRIS. Maintain building and ensure repairs are reported to Childcare Manager. Organise cleaning schedule and arrangements for the site.
8. Be a point of contact for queries or complaints and provide information on the Childcare Service provision, highlighting any potential implications and raising issues of concern. May need to refer more complex issues to Childcare Manager or Head of Service.
9. Monitor parental and staff feedback and make proposals for service improvement through suggestions and reviewing current work methods, standards and processes. Implement required changes to service provision, using discretion and initiative to ensure the service continues to meet legislation and agreed quality standards and procedures.
10. Assist with the collecting of children in the After School provision from local primary schools.

11. Attend organised staff meetings and training events and have responsibility for completion of QUB mandatory training.
12. Can work flexibly to meet the needs of managing the service and carry out any other duties which are appropriate to the post as may be reasonably requested by Head of Service or Childcare Manager.

ESSENTIAL CRITERIA:

1. QCF Level 5 Diploma in Childcare Learning and Development or Playwork; OR be registered with a recognised training provider to complete QCF Level 5 in Childcare Learning and Development within 12 months of appointment; OR relevant occupational qualification in early year's education, social work. Nursing, teaching or health visiting
2. As per legislative requirement – minimum of 2 years experience in employment working with children aged 0-11 years.
3. Significant relevant supervisory experience in a childcare setting including direct supervision of staff.
4. Specialist skills and knowledge relevant to the job and an indepth working knowledge of Children (NI) Order 1995 and Childminding and Daycare for Children Under Age 12 Minimum Standards (July 2012).
5. Organisational and time management skills and ability to plan and organise short term activities and events.
6. Analytical and problem-solving skills in relation to operational issues e.g. staffing rotas, waiting lists, analysing and understanding management information.
7. Appropriate level of IT skills including the use of Microsoft Office.
8. Excellent verbal and written communication skills.
9. Ability to work on own initiative and as part of a team.
10. Ability to persuade, motivate and organise others and to manage administrative functions.
11. Commitment to providing high standards of care and service delivery at all times.
12. Access to a car and possess a current valid driving licence.
13. Ability and willingness to work flexibly to meet the needs of managing the service.

DESIRABLE CRITERIA:

1. Current certification in Safeguarding, Paediatric First Aid, Food Hygiene and Health and Safety.
2. Experience of liaising with suppliers in relation to placing orders for resources.
3. Experience in managing staff rotas, leave allocation and sickness absence management.

ADDITIONAL INFORMATION:

Informal enquiries may be directed to; Liz Given at elizabeth.given@qub.ac.uk