



Position Title: Educational Service Director

Job Type: Full-Time

Location: Bourke, Far West & North Central NSW

Supervisor: General Manager

Staff reporting to this position: Early Childhood Teachers, Diploma and Certificate III Educators, Trainees and Support Workers

Position Summary: The Educational Service Director is responsible for managing all day-to-day aspects of the service's operations and provide leadership ensuring high quality education and care. As the Nominated Supervisor they are also responsible of ensuring compliance with all relevant laws and educational frameworks governing childcare and manage the financial affairs of the service facility alongside the Approved Provider.

Personal Behavioural Competencies:

As an individual you are expected to:

- Be honest, humble, and respectful towards staff, children, families, and the community, and contribute positively as part of a team.
- Display appropriate behaviour in the workplace in line with BDCS's Code of Conduct.
- Take ownership and responsibility for your key obligations and accept direction.
- Demonstrate initiative and a willingness to put forward ideas along with demonstrating a personal interest toward improving the way key responsibilities are achieved.
- Possess appropriate skills and emotional intelligence to resolve working relationship issues if they arise.
- Demonstrate flexibility and resilience and lead the team through change as a change facilitator.

Leadership Behavioural Expectations – Leader of others:

As a leader of others, the Educational Service Director is expected to model the following behaviours:

Inspire and Influence

- Act with integrity, fairness, and transparency at all times.
- Set a clear vision for the team and communicate it effectively.
- Demonstrate commitment to the organisation's values, goals, and ethical standards.
- Embed the service and your personal philosophy to drive culture, inspire staff, and influence high-quality practice.

Build Capability and Accountability

- Support staff in achieving high standards of performance and professional growth.
- Delegate responsibilities appropriately and hold team members accountable.
- Recognise and celebrate achievements, address underperformance constructively.

Foster a Collaborative and Respectful Culture

- Create an inclusive, safe, and supportive work environment.
- Encourage open communication, active listening, and shared problem-solving.
- Promote cultural competence and respect for diversity among staff, children, and families.

Drive Improvement and Innovation

- Encourage reflective practice and continuous learning.
- Seek feedback from staff, families, and the community to improve the service.
- Stay up to date with developments in early childhood education and share knowledge with the team.

Influential Leadership & Quality Service Delivery

- Act as a professional, responsive, and effective liaison point for parents focusing on positive and reciprocal relationships with families keeping them informed of service management decisions.
- Provide collaborative and professional leadership to build a culture of staff engagement and teamwork.
- Ensure program and interactions ensure rights of children are upheld and child protection is paramount.
- Ensure the service provides a culturally safe workplace and environment for educators, children, families, and the community.
- Develop and maintain a learning community within the service where there is a culture of reflective practice and ongoing learning to drive quality and continuous improvement.
- Build and develop a leadership team within the service to develop, deliver and monitor quality curriculum consistent with the Approved Learning Frameworks and NQS.
- Engage with current and contemporary research.
- Act as a change agent and effectively lead and manage change.
- Build positive relationships with local service providers and provide pathways for integrated service delivery where possible.
- Effectively foster relationships that build the profile of the service within the wider community and with strategic stakeholders.
- Maintain effective communication channels with your Approved Provider and participate in regular professional supervision.
- Communicate organisational messages clearly and consistently with staff team.
- Oversee the development, implementation and reflection of a high-quality early childhood education and care program for all enrolled children that is consistent with:
 - The service philosophy, policies, and procedures
 - The National Quality Standards
 - Early Years Learning Framework (V2.0)
 - My Time, Our Place (V2.0).
- Ensure and report on service compliance with the Education and Care Services National Regulations, Education and Care Services National Law and National Quality Standards including:
 - Any relevant notifications required to be made to regulatory body
 - Informing General Manager of all notifications or near miss events
 - Develop and maintain a Quality Improvement Plan, including continual self-assessment of service against the National Regulations, National Law and National Quality Standards, including gaining staff and parent feedback regularly

- Leading the service through the Assessment and Rating process including any appeals or feedback opportunities
- Actively participate in Leadership Group meetings and activities.
- Lead the development, implementation, and review of educational programs aligned with EYLF, MTOP and NQF, ensuring high-quality outcomes for all children.
- Oversee daily operations, ensuring compliance with relevant regulations, including the Education and Care Services National Law and Regulations.
- Lead the centre's Quality Improvement Plan (QIP), driving continuous improvement across all service areas.
- Ensure the service is fully prepared for assessment and rating processes, maintaining high standards at all times.

Staff Management

- Support staff recruitment.
- Mentor, coach and support staff in their roles as educators.
- Support the development and implement staff orientation and induction program, ensuring familiarisation with all policies and procedures.
- Implement cost effective staff rosters that ensure ratio, qualification compliance and high-quality early education.
- Monitor and manage staff performance inclusive of:
 - probationary assessment
 - Annual performance review
 - individual learning and development plans for all staff
- Actively participate in performance appraisal process and continuing professional development planning.
- Monitor and manage under performance.
- Support trainees (Diploma and/or Certificate III) study and assist their progress.
- Ensure staff have a working knowledge of the National Regulations and NQF and meet these guidelines in their work practices.
- Contribute positively and effectively to the team environment.
- Support staff in achieving high standards of performance and professional growth through coaching, mentoring and ongoing guidance.
- Recognise and celebrate achievements and address underperformance constructively to foster a positive and accountable team culture.
- Create and maintain an inclusive, safe, and supportive work environment that encourages collaboration and staff wellbeing.

Administrative Management

- Manage and monitor budgetary and administrative functions of the service ensuring regulatory and organisational compliance.
- Development of effective strategies to monitor and ensure utilisation is sustainable and strong.
- Effective monitoring of children's attendance patterns through the service.
- Undertake utilisation and maintenance reporting and provide operational report to the General Manager, monthly.
- Ensure the General Manager is informed of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance, or the smooth running of the service.
- Participate in the preparation of the annual budget and provide information and guidance to the General Manager on budget preparation and allocation.
- Be aware of and develop skills relating to administrative functions of the service.
- Ensure effective enrolment procedures and bookings.
- Weekly update of utilisation report.
- Implement and monitor and review risk management plans.
- Maintain accurate, timely and confidential records in accordance with relevant regulations and organisational policies.
- Be informed of current policies and funding changes in early childhood education.
- Ensure enrolment, staffing, health and safety, and financial processes are efficient, effective, and aligned with organisational priorities.
- Maintain current knowledge of policies, licensing, funding, and accreditation requirements to guide operational decision making.
- Manage budgets, staff rosters, and resource allocation to optimise service delivery.
- Understand processes to access additional funding and subsidies and represent the organisation in grant applications and funding documents.
- Extensive expertise in the administration and operational management of early childhood education and care services, including budgeting, enrolments, staffing, and resource allocation.
- Strong understanding of funding requirements and processes.

Collaboration with Families, Professionals, and the Community

- Promote clear communication between the General Manager and staff and families.
- Demonstrate respect for family's child rearing practices, beliefs, and their role as the child's first teacher.
- Ensure parents are appropriately informed and consulted with, about the care of their children.
- Build and maintain professional, inclusive, and positive relationships with families of the service.
- Always ensure professional communication with families and act as a resource to support not only the child but the whole family.
- Draw on the knowledge and experience of families to support their children's learning.

- Lead and engage positively in the orientation, enrolment and transition processes for families and children.
- Support families to access inclusion support and assistance.
- Engage in shared decision making with families and evaluation of service performance.
- Actively support the organisation's philosophy, policies and procedures and positively represent the organisation to external contacts at all opportunities.
- Actively participate in and contribute to cross-organisation projects and activities which may also include the marketing of the service to government and other agencies.
- Demonstrate the service's code of conduct in all interactions and relationships when representing the service.
- Demonstrate ensure the highest standards of privacy and confidentiality for children, families, and educators, in line with service policy and organisational expectations.
- Engage in professional conversations with other professionals as is appropriate.
- Reflect on and respond appropriately to high levels of feedback from colleagues, families, the community, and external stakeholders.
- Build effective networks with early childhood practitioners within the area and other relevant community organisations and government agencies.
- Build social capital by promoting community participation in decision making.
- Manage events and experiences with children which promote awareness of our community and reflect child-centred learning.
- Lead the service in advocating for children and families within the community.
- Ensure students on placement are positively welcomed, supported, and effectively supervised.
- Support the implementation of key business projects and strategic initiatives.
- Act with integrity, fairness, and transparency at all times, modelling the organisation's values in all interactions.

Workplace Health and Safety (WHS)

- Work in a manner that does not pose a risk to self or others.
- Ensure a culturally safe and healthy work environment at all times.
- Act immediately on any safety issues that relate to the working environment of the service.
- Understand, implement, and monitor effective WHS practices in accordance with regulations, legislation and service policy.
- Resource an environment for children which:
 - Has appropriate equipment that helps the team to maintain the aesthetics,
 - Has equipment that is repaired and maintained in a timely manner,
 - Ensures the service strives towards environmental sustainability in all areas.
- Ensure the service's Child Protection Policy is implemented, and

- Assist the General Manager and management committee to comply with child protection in the workplace,
 - Inform and assist the General Manager of any allegations or convictions of a child protection nature against any other employees, of which you become aware,
 - Uphold and model compliance with mandated reporting requirements,
 - Take accountability for ensuring all staff comply with Working with Children Check requirements in accordance with service policy.
- Follow service guidelines in providing a safe environment for children and staff including conducting daily and monthly workplace inspections and risk assessments and as per schedule. This includes opening / closing checklist, toys and equipment cleaning checklist and safe building checks.
 - Understand, implement, and review emergency management procedures as required.
 - Ensure the service's duty of care to children and their families is strictly maintained.
 - Ensure all staff are aware and respond positively and consistently to children's additional needs/requirements – including medical and developmental conditions.
 - Ensure child-safe environment at all times.
 - Maintain educator-to-child ratios and qualifications at all times.
 - Implement the organisation's Work Health and Safety Policy in accordance with regulations, legislation, and service policy:
 - Ensure policies and procedures are implemented as per the Workplace Health and Safety Injury Management System,
 - Investigate workplace hazards and ensure corrective actions are implemented,
 - Ensure areas of responsibility comply with WHS legislation and injury management policies and procedures,
 - Provide a consultative process for communication of WHS information allowing employee input into WHS issues,
 - Provide advice and assistance on WHS issues within the service and ensure workplace inspections are carried out as per policy,
 - Monitor contractor performance within service; and
 - Report WHS achievements and activities as required and keep all necessary record keeping.
 - Ensure staff are appropriately trained to meet the WHS requirements of their position and the service.
 - Ensure the organisation complies with all relevant WHS legislation, policies, and procedures, including psychosocial hazard management.
 - Promote a proactive safety culture prioritising the physical and psychological wellbeing of children, families, staff, and visitors.

Professional Conduct & Learning

- Work within the National Quality Framework, the Early Childhood Australia Code of Ethics, the Service philosophy, policies, and procedures.
- Consistently contribute as an effective leader
- Maintain awareness of contemporary Education and Care practice to inform quality service delivery.
- Actively participate in performance appraisal process, both as a leader and as an employee.
- Engage in reflective practice and ongoing professional learning.
- Develop, assist, attend, and contribute to family meetings, staff meetings, educational leader meetings and other whole of staff professional learning events.
- Maintain First Aid qualifications (including training in Anaphylaxis Management and Emergency Asthma Management) and CPR annually.
- Undertake approved child protection training annually.

Other duties as required by the General Manager and the Organisation.

Essential Requirements and Experience:

- Hold an ACECQA approved Early Childhood Teaching qualification.
- Required to hold Nominated Supervisor appointment.
- 3–5 years' experience in a leadership role or equivalent within early childhood education and care or a similar setting, demonstrating supportive and decisive leadership.
- A cleared Working with Children Check (WWCC).
- A cleared Nationally Coordinated Criminal History Check (NCCHC).
- ACECQA approved First Aid Qualification that includes first aid, emergency asthma management and anaphylaxis management.
- Child protection training approved by the relevant state/territory reporting authority.
- Thorough and in-depth knowledge of the:
 - National Quality Standards (NQS)
 - Education and Care Services National Regulations
 - Education and Care National Law
 - Approved Learning Framework applicable to service type. (EYLF, MYOP, NQF)
- Extensive expertise in the administration and operational management of early childhood education and care services, including budgeting, enrolments, staffing, and resource allocation.
- Proven leadership and staff management capabilities, including mentoring, coaching, performance management and fostering an inclusive, safe, and supportive workplace culture.
- Knowledge of Workplace Health & Safety requirements in Early Childhood Education and Care.
- Highly developed communication, interpersonal and problem-solving skills to engage effectively with staff, families, children and the wider community.

- Ability to lead the team in pedagogical matters including curriculum planning, program implementation and professional development.
- Ability to develop, implement and evaluate policies and procedures.
- Computer literacy (MS Office Suite, Childcare Management systems etc).
- Strong understanding of funding requirements and processes.

Core Values of BDCS, our work is guided by the following core values:

- **Child** – At the centre of everything we do
- **Family** – Honouring the vital role of families in children’s lives
- **Community** – Embedding strong community connection and collaboration
- **Safe** – Creating environments that are culturally, emotionally, and physically safe
- **Respect** – Promoting respectful relationships and inclusive practices
- **Inclusive** – Valuing diversity, connection, and belonging
- **Proud** – Celebrating culture, identity, and achievements