Position Description (PD)

1. Position Overview

Position Title: Director
Program / Service: Early Childhood Education and Care
Award / Classification: Children Services Award – Level 6
Reports To: Operations Director (Early Childhood)
Direct Reports: Program/Service Staff

2. Position Purpose

The purpose of this position is to provide effective leadership and management of the nominated education and care service, ensuring full compliance with the National Law, National Regulations and the National Quality Framework as the appointed Nominated Supervisor. The role is responsible for the overall operation, administration and pedagogical leadership of the centre, including the delivery of high-quality programs, active supervision, child safety, staffing compliance and implementation of approved learning frameworks.

3. Key Accountabilities

1. Operational & Service Delivery

- Oversee the overall operation, management, and administration of the education and care service, ensuring the service meets all licensing and regulatory requirements at all times.
- Manage day-to-day service operations, ensuring compliance with the National Law, National Regulations, and staffing requirements.
- Develop and manage rosters, ensuring adequate qualified staff and relief educators to maintain required ratios and service continuity.
- Oversee the implementation of the inclusive, high-quality educational program ensuring it is based on approved learning frameworks.
- Contribute to annual budget planning and support accurate financial reporting for the service.
- Ensure families have access to engage with the service and information about their child unless restricted under law.

2. Quality, Compliance & Risk

- Ensure all aspects of service delivery comply with the National Law, National Regulations, National Quality Framework (NQF) and National Quality Standard (NQS).
- Ensure the service meets health, hygiene, and safety obligations, including safe food handling, supervision standards, safe premises access/exit and prevention of harm and hazards.

- Apply risk management principles, ensuring incidents, hazards, and events are identified, reported, and escalated appropriately.
- Ensure child protection through active supervision of all educators and children and report concerns in line with Mandatory Reporting requirements.
- Embed child safety and vulnerable-person safeguarding obligations into all operational practices.
- Ensure accurate records are maintained in accordance with the Privacy Act 1988 (Cth) and CS#1 confidentiality requirements.

3. Leadership & Capability

- Provide strong pedagogical and operational leadership, guiding educators to deliver high-quality education and care programs in line with approved frameworks.
- Supervise, mentor, coach and evaluate educators and staff to support professional performance, practice growth and high standards of service delivery.
- Lead and participate in professional supervision, reflective practice discussions and performance evaluations to support continuous capability development.
- Oversee staff induction, role clarity, and ensure all educators understand and meet their obligations under the National Law and Regulations.
- Facilitate team meetings, professional learning, and opportunities for collaborative planning and shared decision-making.
- Manage staff performance matters, including grievances and conduct processes, in line with policy.
- Model due diligence obligations under the Work Health and Safety Act 2011 (ACT) through proactive oversight of safe systems of work.
- Prepare for and attend regular supervision and reporting meetings with the Operations Director.

4. Stakeholder & Relationship Management

- Build strong, inclusive and collaborative partnerships with families and communities,
- Promote open, respectful communication with educators, families and external professionals to support children's learning and care outcomes.
- Promote the service within the community to support enrolment growth and maintain target occupancy levels.

5. Continuous Improvement & Systems

- Drive a culture of continuous improvement consistent with NQS standards, ensuring systems support effective, child-safe operations.
- Lead ongoing self-assessment, quality planning and service improvement cycles using data, feedback, program evaluations and regulatory guidance.
- Monitor expenditure and make sound, evidence-based financial decisions within delegated authority.

- Ensure the service philosophy, policies and procedures are embedded, reviewed regularly, and align with NQF requirements and best practice.
- Lead continuous implementation of the Early Years Learning Framework within all educational programs.
- Support the service's assessment and rating processes, facilitate quality audits, and contribute to self-assessment and quality improvement planning.

4. Mandatory Legislative & Governance Responsibilities

The role holder is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and confidentiality obligations.
- Ensure WHS risks, hazards, and incidents are identified, controlled, recorded, and reported in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant industrial instruments when supervising or directing staff.
- Ensure conduct and decision-making complies with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

5. Key Relationships

Internal

Relationship	**Purpose**
Operation Director	Direction, reporting, escalation
Program/Services Staff	Operational leadership and support
Corporate Support Teams	Finance, people, compliance, systems, marketing

External

Relationship	**Purpose**
Families and Communities	Engagement and service quality
Regulators & Government Agencies	Compliance and operational liaison

6. Capabilities & Selection Criteria

Qualifications

- ACECQA-approved Early Childhood qualification (minimum Diploma)

Experience

- Demonstrated experience leading and managing the day-to-day operations of an education and care service, including staffing, ratios, financial considerations, and operational decision-making consistent with the responsibilities of a Nominated Supervisor.
- Demonstrated ability to lead, mentor and support educators to implement high-quality EYLF-aligned educational programs, including supervising staff performance, reflective practice and professional development.
- Demonstrated experience leading continuous quality improvement processes, including self-assessment, policy and practice review, and active participation in the NQF Assessment and Rating process as required

Knowledge & Skills

- Demonstrated comprehensive knowledge of the Education and Care Services National Law and National Regulations, including responsibilities of the Nominated Supervisor and regulatory requirements for supervision, safety, staffing, educational programs and documentation.
- Demonstrated high-level communication skills, including preparing clear reports, engaging families and stakeholders, supporting enrolment and occupancy, and mediating positive outcomes consistent with the regulatory requirements for parent communication and program accessibility.
- Strong knowledge of the National Quality Framework (NQF) and the National Quality Standard (NQS)

Values & Behaviour

- Demonstrates ethical leadership, respect, and commitment to continuous improvement of Child safe practices.

7. Role Scope & Authority

Area	Description
Decision Making	Operates with delegated authority within approved frameworks
Financial Responsibility	Oversight of program budgets and contract performance
People Responsibility	Direct leadership of community services managers
Compliance Frameworks	Community services legislation, WHS Act, Privacy Act, funding agreements

8. Employment Conditions

- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People), First Aid and CPR Certificate and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development

9. Acknowledgement

Name	**Signature**	**Date**
Employee		
Manager		