Position Description

Business Manager, Quality and Support – Out of School Hours Care

Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

Our values

We are part of the South Australian public sector and share the values of:

 SERVICE	 PROFESSIONALISM	 TRUST	 RESPECT	 COLLABORATION & ENGAGEMENT	 HONESTY & INTIGRITY	 COURAGE & TENACITY	 SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

About this role

The Business Manager, Quality and Support – Out of School Hours Care (OSHC) is responsible for providing strategic support to improve the quality of OSHC services across government schools in South Australia.

The role works closely with site leaders, school governing council services, and third-party services, providing high-level advice and tools to facilitate compliance with the National Quality Standards, Education and Care Service National Law (2010) and Education and Care Services National Regulations (2011) as well as other relevant legislations.

The Business Manager, Quality and Support – Out of School Hours Care is also responsible for the allocation of central support services across the OSHC team as required. The role ensures a holistic understanding of services in government schools across the state is delivered and provides critical information to inform the procurement process for third-party providers.

Position title	Business Manager, Quality and Support – Out of School Hours Care
Classification	ASO8
Division	Schools and Preschools
Directorate	Out Of School Hours Care (OSHC)
Location	31 Flinders Street, Adelaide
Reports to	Assistant Director, OSHC Operations
Direct reports	Senior Program Officers x 6
Role description date	June 2024

What you will do (key outcomes)

1. Lead and manage a high performing team in providing support, advice, tools, and professional learning to site leaders and OSHC services that will support compliance with the National Quality Standard (NQS), Education and Care Service National Law (2010) and Education and Care Services National Regulations (2011) as well as other relevant legislation.
2. Manage, monitor, and mitigate reported OSHC incidents on government school sites and identify trends and additional supports and professional learning to reduce frequency and seriousness of OSHC incidents.
3. Lead the review, development and implementation of policies, procedures and plans to strengthen quality, compliance and leadership across OSHC services in government sites.
4. Provide targeted and intensive support to OSHC services as required to support the service in ensuring quality and compliance against the NQS.
5. Initiate, cultivate and maintain effective networks with key stakeholders across the Department for Education, external agencies, and organisations to achieve high quality OSHC experiences for children, families and school communities.
6. Lead, manage and evaluate central support for site leaders and school governing council services, providing expert advice on establishing and implementing business improvements to enhance the quality, accessibility and viability of OSHC services on government school sites.
7. Lead the development of business improvements within the OSHC directorate, targeting the implementation of recommendations identified by the Royal Commission into Early Childhood Education and Care.
8. Provide expert advice on emerging issues, critical risks, and gaps to guide continuous improvement of OSHC processes and inform the development and implementation of related policies.
9. Provide specialist advice to the Assistant Director, OSHC operations on central support initiatives to enhance quality OSHC service provision and strengthen the OSHC workforce across the state.
10. Proactively report incidents, hazards, and injuries to help maintain a safe and healthy working environment.

The capabilities you will bring (key competencies)

- **Subject matter knowledge:** Strong knowledge of key government priorities, policies and management processes impacting the provision of OSHC services in South Australia and nationally, with proven

experience in formulating and providing effective analysis, advice, and consultancy to a range of stakeholders to support operational, policy, program delivery and governance decisions. Knowledge of the Education and Care National Law and the Education and Care National Regulations as well as the National Quality Standards in practice in an OSHC service.

- **Stakeholder relationship management and communication:** High level interpersonal and communication skills, with demonstrated ability to build and sustain effective internal and external networks, and operational relationships with a diverse client base and stakeholders. Proficient in liaising and negotiating with a diverse range of people, including senior management, and adept at writing in a clear and strategic manner with an ability to summarise complex information clearly and concisely.
- **Autonomy and adaptability**: Demonstrated ability to operate under broad direction, exercise judgement, initiative, and significant delegated authority whilst managing complex tasks, and the ability to readily adapt to priorities and changing environments to deliver key outcomes within agreed timeframes and government policy requirements.
- **Commitment to safe and inclusive work practices**: Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment, and the legislative requirements of Equal Opportunity and Work Health and Safety legislation.

Who you will work with (key relationships)	Qualifications
Director, OSHC Assistant Director, OSHC Operations Business and Contract Manager, OSHC Senior Program Officers OSHC Providers Other directorates within the department	**Essential:** Nil **Desirable:** Relevant tertiary qualification and/or relevant experience

Corporate responsibilities	Special conditions
Keep accurate and complete records Act appropriately in line with the Public Sector Code of Ethics at all times Support diversity and promote an inclusive workplace for everyone Maintain a commitment to Work Health and Safety legislative requirements	You may need a current driver's license and be willing to drive You may be asked to work out of hours You may need to travel within or outside South Australia You need to achieve mutually agreed performance goals You must have a current Working with Children Check You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training You must be an Australian resident or provide evidence you have a current work permit

Assessed by: AGD, P&C Consultant	AGD	**Approved by**: Nicole Cawley, Director, OSHC	Nicole Cawley
Date: June 2024		**Date:** June 2024	