

JOB DESCRIPTION

Job title	Early Years Operations Manager
Directorate	Children Services
Service	Education Bi-Borough Early Education and Childcare
Team	Bi-Borough Early Education and Childcare
Grade	G

DBS Check Required	Enhanced without Barred List
Justification for DBS	
Politically Restricted	No

Responsible to:	Early Years and Childcare Manager
Employees directly supervised (if applicable):	N/A

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

- The Early Years Operations Manager is responsible for providing subject matter expertise and leadership in the analysis and interpretation of data and information from a variety of different sources to drive the achievement of strategic outcomes and priorities.
- To lead on the development of systems and processes to measure, monitor and report on the outcome and performance measures for the Bi - Borough's Childcare and Early Education Service so that it continues to meet its statutory duties as set out in the Childcare Act 2006 and Children & Families Act 2014.
- To play a key role in ensuring the integrity and accuracy of the information held on the various databases within the Bi - Borough for the Childcare and Early Education Service. This will include data input, matching and cleansing exercises as required and resolving data issues in liaison with colleagues.
- To ensure that data and insight directly inform the Bi-Borough Best Start in Life Strategy, reducing inequalities in school readiness, early development, and access to funded entitlements.
- To embed outcomes-based accountability, ensuring that performance measures align with statutory duties, Best Start in Life expectations and Ofsted/inspection frameworks.

2. DESCRIPTION OF DUTIES:

- Act as the lead analytical advisor for Best Start in Life (BSiL), Childcare and Early Education, providing strategic insight to senior leaders.
- Hold lead responsibility for statutory early years data functions, including the Childcare Sufficiency Audit (CSA), funded entitlement monitoring, and submission of all required national data returns.
- Ensure compliance with regulatory, inspection and audit requirements, providing robust evidence to external regulators and governance boards.
- Develop and maintain a comprehensive BSiL 0–5 performance and outcomes framework, integrating intelligence across Family Hubs, Start for Life, early education, SEND, and early help.
- Design and deliver a whole-system BSiL dashboard aligned to strategic priorities, funding conditions, and national expectations.
- Lead population needs assessments and demographic analysis to inform the BSiL Strategy, sufficiency planning, and commissioning cycles.
- Use advanced statistical modelling, forecasting, and demand analysis to shape childcare markets, support expansion of funded entitlements (including wraparound provision) and ensure sustainable provision.
- Analyse inequalities in access, take-up, quality, and outcomes (e.g. deprivation, SEND, EAL, FSM) and provide targeted intelligence to reduce disparities.
- Translate complex datasets into clear insight to inform strategic decision-making, transformation programmes, and resource allocation.
- Design and implement robust monitoring and evaluation frameworks (including logic models and theory of change) to evidence impact and value for money across BSiL initiatives.
- Lead benchmarking against statistical neighbours and national comparators to identify improvement priorities.

- Ensure alignment and rationalisation of evidence and data gathering, in evidencing the performance of key strategies, plans, services and projects and to challenge the collection and analysis of data which does not have a clear contribution to delivering outcomes.
- Oversee data quality assurance, cleansing and validation processes, strengthening recording practices across services and the PVI sector.
- Work with Business Intelligence, ICT, and commissioning teams to enhance data systems, integration processes, and reporting automation.
- Provide training and guidance to managers and providers, including oversight of the Childcare Provider Funding Portal, to improve data literacy and accuracy.
- Produce high-quality analytical reports, visualisations and briefings tailored to governance boards, partnership forums, and operational leaders.
- Support market sustainability analysis of the PVI sector, identifying risks, capacity pressures and implications of grant conditions linked to Start for Life and related funding streams.
- Represent the authority in regional and national early years data networks, contributing to sector development and horizon scanning.
- Contribute analytical insight to commissioning decisions to ensure evidence-based, equitable and cost-effective service delivery.
- Undertake additional duties consistent with the scope and grade of the role, including working flexibly across boroughs under Bi-Borough arrangements.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Essential: • Relevant professional qualification or equivalent experience of a performance and intelligence function in Children's Services, including children's social care and safeguarding. • DBS will be carried out for this post.

C	Skills, knowledge, and experience • Strong understanding of the Local Government policy and legislative framework, particularly in relation to Children's Services and early years. • Proven strategic analytical leadership, with experience driving innovation and improvement within a complex service environment (preferably local government). • Advanced analytical, statistical, and modelling expertise, with the ability to interrogate large datasets and apply robust quantitative methods accurately. • Experience in demographic, predictive and needs analysis to inform commissioning, service planning, and long-term strategy. • Expertise in performance management, including designing reporting frameworks, benchmarking, target setting, and monitoring service impact. • Ability to collect, cleanse, quality assure, integrate, and visualise data, ensuring accuracy, validity, and high data quality standards. • Strong technical proficiency in data systems and tools, including relational databases, ETL processes and data management platforms. • Experience designing and delivering research and ad hoc analytical projects, translating findings into practical recommendations. • Excellent communication skills, with the ability to present complex statistical information clearly to both professional and non-technical audiences. • Advanced interpersonal, influencing and stakeholder engagement skills, building trusted relationships and driving change across internal and external partners.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners, and each other.

They are also a measure of how well we've done.

	Our Values & Behaviours
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective, and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included. • I can see how my views have been taken into account. • I can see improvements and developments based on my input

E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility, and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.

G**WORKING TOGETHER**

We work together and in partnership with everyone that has an impact on the lives of our residents.

- We want to understand, learn from each other, and continually adapt.

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities, and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.