

SUPPORT MANAGER- REGIONAL MANAGER

DESCRIPTION

As a Regional Manager you will be a dynamic leader with expertise in Early Childhood Education focused on developing the **growth** and **quality** of the TOPP KIDS Out of School Club brand. You will work closely with the Support and Leadership teams of multiple TOPP KIDS programs to create rich environments for children, families and staff to reach their full potential. You will ensure all TOPP KIDS brand standards and best practices are being accomplished daily. Using the **Leadership Imperatives: *Connect, Shape, Lead and Deliver***, you will train, develop and support Program Coordinators and direct the training of new staff to achieve and maintain excellence in all areas of managing a center, including, licencing and team building. While doing this, you will develop positive relationships and become a face of TOPP KIDS to our families, staff and community stakeholders.

The Regional Manager can manage and teach others while holding them accountable in all areas of managing a TOPP KIDS Out of School Club. Additional qualities/skills needed are:

- Strategic leader that gets results
- Manage and lead change
- Strong communicator, both written and oral communication
- Ability to maintain confidentiality of inner workings/ staff / or issues that may arise
- Attention to detail with a focus on goals
- Excellent follow up and takes initiative
- Strong fiscal management skills
- Spirit of teamwork and professionalism
- Flexibility with scheduled assignments and tasks
- Reliable transportation and ability to commute to multiple locations.

Above all you must ensure that the centres are maintaining a high level of **FUN & EXCITEMENT** for children, families and your teams.

6 AREAS OF RESPONSIBILITY

1) Centre Support

- Supports Program Coordinators with Portfolio, direction, advice, mentoring and action plans.
- Helps programs understand portfolios and ensures Coordinators are managing, reviewing and rotating monthly.
- Hosts Management Meetings.
- Maintains a **TOPP KIDS Administrative Calendar** for all programs.
- Acts as an extra body in ratio for centers when/where needed and at all program events.
- Maintains a schedule where all centers are visited minimum monthly.

2) Every Family Leaves Happy

- Talk to every Family! – builds respect and trust.
- Ensures surveys are being completed annually at all centers by families and any issues are addressed.
- Fosters culture surrounding continuous communication and "Family-Run" feel with families and staff.
- Coaches team members on dealing with behavior problems and the following communication with parents.
- Coaches' excellent execution of *Every Face, Every Section, Every Time You Walk the Floor*.

3) Growth & Accountability

- Posting ads and Hiring new team members for all centers (with the help of Program Coordinators).
- Innovates and maintains a **Hiring, Practicum Support, or Curriculum portfolio** and processes.
- Ensuring Program Coordinators are training new staff according to TOPP KIDS standards and following up after the first 30 days with Program Coordinators and fully training all new Program Coordinators.
- Fosters culture surrounding continuous improvement of supervision, innovation and development through coaching.
- Innovates new processes and policies for TOPP KIDS as needed.

- Performs annual Program Coordinator reviews and all staff reviews with Program Coordinator.
- Always challenging the team to be different, exciting and to always be innovating something new for the program!
- Keeps staff accountable using approved disciplinary actions, and supports/ approves Program Coordinators with disciplinary actions.
- Working with Support Team to foster employee growth.

4) Employer of Choice

- Catches team members "doing it right" and celebrates publicly.
- Fosters culture surrounding continuous fun and excitement in the workplace.
- Plans staff events for culture and moral building.
- Manages all vacation requests.
- Conducting 1 on 1 employee check-ins and support.

5) Licensing, Advocacy & Community Involvement

- **Report, review and follow up** with **all** incident reports, inspections, and licensing requirements.
- Hold programs accountable for licensing standards.
- Attend community/ advocacy/ sector meetings, workshops and seminars.
- Network with outside organizations, bring new involvement/ innovation and ideas to TOPP KIDS.

6) Centre Quality & Maintenance

- Ensures that Fire and Health inspections are up to date at all programs.
- Ensures that Company culture is present at every program.
- Uses **Program Performance Evaluation** to ensure brand standards are met at every program.
- Ensures programs use brand schedules, routines and processes and coach's teams on them when needed