

## Regional Support Lead – Position Description

### New Zealand Playcentre Aotearoa Vision/Mission:

Whanau Tupu Ngātahi - Families growing together.

Playcentre is a family organisation where:

- we empower adults and children to play, work, learn and grow together
- we honour Te Tiriti o Waitangi and celebrate people's uniqueness
- we value and affirm parents as the first and best educators of their children so that whānau are strengthened and communities enriched

### Purpose of the Position

The Regional Support Lead provides leadership and support to centres within a defined area of the region supporting centres to provide high-quality Early Childhood Education.

The Regional Support Lead manages a team of Centre Advisors providing advice and support to centres.

Please note this job description may change from time to time as reasonably required by Playcentre Aotearoa.

### Place of Work

Regional Office

### Reporting

The Regional Support Lead – reports to the Regional Manager.

### Direct Reports

- Centre Advisors



“Whānau tupu ngātahi – families growing together”

## Key Relationships

- Centre paid staff
- MOE and ERO staff
- Centre/Playcentre Members
- Playcentre Aotearoa Regional team

<b>Key accountabilities</b>	
Leadership	<ul style="list-style-type: none"><li>• As a Playcentre manager take a proactive leadership role with colleagues to collaborate and support performance across all teams ensuring a strong centre focus.</li><li>• Generates confidence and commitment, leading by example, demonstrating and modelling Playcentre values. Provides clear direction enabling others to perform to their optimum. Knows and respects their staff, building strong interpersonal relationships, drawing on a wide range of communication skills to inform, listen and persuade.</li><li>• Consistently behaves in an honest, ethical and professional manner. Promotes and advocates for the highest of personal and professional behaviour and evaluates the performance of staff in the light of those values.</li><li>• Manages team performance and develops team capability through coaching, mentoring, development planning and actively sharing knowledge and expertise.</li><li>• Support the Regional Support Manager to shape and implement the annual regional work programme.</li><li>• Manage and grow relationships with stakeholders.</li></ul>

<p>Role specific</p>	<ul style="list-style-type: none"> <li>• Primary responsibility for managing day to day relationship with ERO and MOE staff.</li> <li>• Is the Service Provider Contact for MOE delegating and managing where appropriate.</li> <li>• Participate in the development of regional planning. Support the Centre advisors to implement the regional annual plan and to identify potential risks.</li> <li>• Ensure Centre Advisors are resourced to provide quality advice and support to their allocated centres.</li> <li>• Develop the skills of Centre Advisors by identifying need and provision of support and training.</li> <li>• Provide direct support to centres on complex or challenging issues or to support vulnerable centres and centres at risk.</li> <li>• Work with Human Resources and Centre to resolve employment performance issues.</li> <li>• Apply sound management processes and practices to support Playcentre to operate effectively and efficiently to meet compliance requirements.</li> <li>• Monitor the health of centres and identify any additional support required for at risk centres. Create recovery plans to achieve optimum outcome for centres in need. Support the centre advisor to implement changes.</li> <li>• Lead evaluation of and report on individual centre performance.</li> <li>• Conversant with Playcentre policies and procedures and supports adherence to these within the region.</li> <li>• Lead/support implementation of national initiatives and regional improvement projects as required.</li> <li>• Monitor situations regarding child protection concerns and health and safety issues within the region.</li> <li>• Lead/support resolution of issues or concerns raised by the Ministry of Education, Education Review Office, Ministry of Health.</li> <li>• Monitor whether Discover data is accurately and promptly recorded in centres and manage any issues.</li> <li>• Contribute to promotion of Playcentre in the community and to the development of local networks and relationships.</li> <li>• Oversee reporting and activity to ensure statutory compliance.</li> <li>• Monitor timesheet approval of centre paid staff.</li> <li>• Responsible for recruitment of centre paid staff, collaborating with Centre Advisors to ensure Playcentre Aotearoa policies and procedures are followed.</li> </ul>
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Bi-cultural partnership	<ul style="list-style-type: none"> <li>• Displays a demonstrated understanding of te ao Māori, including an appreciation of matauranga Māori, tikanga Māori and te reo Māori.</li> <li>• Recognises and understands the principles of Te Tiriti o Waitangi and how they relate to Playcentre.</li> <li>• Participates in ongoing Treaty and Bicultural related training and other appropriate professional development.</li> </ul>
Centre focused	<ul style="list-style-type: none"> <li>• All Playcentre employees have responsibility for ensuring that their role and contribution (whether directly or indirectly) in the development, co-ordination and provision of services or support, proactively helps centres to be able to undertake their work upholding and promoting Playcentre Aotearoa values and philosophy.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Undertakes work safely complying with the Health &amp; Safety at Work Act 2015 and taking responsibility for your own actions.</li> <li>• Complies with all H&amp;S information, instruction, Playcentre policies and procedures, training and supervision.</li> <li>• Reports any health &amp; safety hazards, risks and incidents in the workplace immediately.</li> <li>• Complies with all requirements of return to work and rehabilitation plans.</li> </ul>

<b>Key competencies</b>	
Pou Hono: Valuing Māori	<ul style="list-style-type: none"> <li>• Actively engages in promotion of Māori cultural values.</li> <li>• Recognise that others will bring/apply their cultural perspective to all discussions, decisions and actions.</li> <li>• Identifies cultural perspectives and bias in others and challenges their views in a manner that would cause them to self-reflect.</li> </ul>
Analytical thinking	<ul style="list-style-type: none"> <li>• Makes considered decisions and establishes clear goals and priorities to achieve desired outcomes.</li> <li>• Review or create reports, identify trends as well as isolated events.</li> </ul>
Building relationships	<ul style="list-style-type: none"> <li>• Ability to establish trust and confidence of stakeholders.</li> <li>• Honest, respectful and open in delivery of communication.</li> </ul>

<b>Key competencies</b>	
Communication with influence	<ul style="list-style-type: none"> <li>• Earns respect through competence in role and acting with honesty and integrity.</li> <li>• Conveys and supports agreed messages with relevant examples, demonstrations and stories.</li> <li>• Solution focused.</li> </ul>
Consultation & collaboration	<ul style="list-style-type: none"> <li>• Provide expert and valued advice to support stakeholders (internal and external) and build trust</li> <li>• Draw on own knowledge and expertise to provide relevant advice to stakeholders</li> </ul>
Delivering results	<ul style="list-style-type: none"> <li>• Ensure that work and information are complete and accurate.</li> <li>• Consistently achieves priority goals, seizes challenges, deals with any knock backs, and keeps themselves and others focused on achieving the required outcomes.</li> </ul>

<b>Person Specification</b>	
Skills and Attributes	<ul style="list-style-type: none"> <li>• Ability to build effective relationships that influence others and build good practice.</li> <li>• Well-developed influencing skills which support achievement of effective outcomes by/with stakeholders.</li> <li>• Strong communication skills, both oral and written.</li> <li>• Recognises the “big picture” in issues and attends to detail.</li> <li>• Organised- Excellent time management abilities, planning work around deadlines and tight timeframes with ability to multitask.</li> <li>• Actively seeks to learn Early Childhood Education good practice, trends and issues across the sector and related areas.</li> <li>• Enjoys working collaboratively.</li> <li>• Positive attitude and highly motivated with a strong customer focus.</li> <li>• Flexibility to travel and work remotely as required from time to time.</li> <li>• Experience of building relationships that influence others and build good practice.</li> <li>• Tertiary qualification in a related field is preferred.</li> <li>• Knowledge of Early Childhood Education legislation and licensing requirements.</li> <li>• Early Childhood Education / Playcentre experience or knowledge is essential.</li> </ul>

