



JOB DESCRIPTION

Job Title:	Assistant Manager, Childcare Centre
School/Department:	Campus Services
Job Family and Level:	PSS – Level 4
Employment Type:	Contract
Reporting to:	Head of Campus Services
Purpose of role:	Responsibilities include managing the overall operation of the center's early childhood program, facilitating, planning, and coordinating educational programs and activities for children. Fostering independence, encouraging individuality, and ensuring a respectful environment. Strong customer service skills are essential.

Generic roles:

No.	Description
1.	Oversee the operations of the Childcare Centre, ensuring the highest quality of care, including the management of the early childhood program, and the planning, facilitation, and coordination of educational activities for the children.
2.	Develop a Childcare Centre handbook as a comprehensive guideline for parents.
3.	Supervise Childcare Centre staff, ensuring they receive ongoing, up-to-date training and development.
4.	Provide expert advice, problem solving and decision-making regarding Childcare Centre issues and improvements.
5.	Implement and execute any relevant Childcare Centre policies and procedures aligned with relevant government regulations.
6.	Coordinate and handle all correspondence concerning the Childcare Centre between parents and University Management.
7.	Oversee the planning, implementation and reviewing of activities/programmes appropriate to the individual and group needs of the children.
8.	Manage and monitor the children's nutrition, planning menus according to the appropriate age group.
9.	Assess and mitigate risks and health and safety concerns, ensuring a safe and secure environment for all.
10.	Act as the primary point of contact when liaising with ACT regarding the 1984 government policy.
11.	Support strategic plans by working with senior management team.
12.	Execute and attend any ad-hoc task or other duties assigned by immediate superior or Head of Department.



Specific roles:

No.	Description	Required Competency
1.	Manage the childcare team in delivering a high-quality service.	Supervisory & Teamwork
2.	Oversee and ensure the effective implementation of all childcare policies.	Teamwork & Team Leadership
3.	Identify, provide, and implement staff training programs, including opportunities for personal development.	Influencing
4.	Interview, hire, and train new staff members, ensuring they meet all policies and legal requirements.	Managing Resources
5.	Liaise with parents and staff during the childcare open day to discuss and review each child's progression.	Customer Focus
6.	To demonstrate interpersonal skills, knowledge of childcare education, and problem-solving skills.	Job Knowledge & Problem-Solving
7.	Be informed about the latest trends and techniques in education and child-rearing, with a focus on discipline, encouragement, and communication.	Job Knowledge
8.	Support the Head of Department in identifying, monitoring, and managing all aspects of the Childcare Centre's risk management program.	Teamwork and Team Leadership
9.	Deliver full reporting, analysis, and expert advice to inform recommendations for improvements and resolve any issues.	Analytical Thinking
10.	Facilitate effective communication within the Department through regular engagement with stakeholders across the University.	Communication

Job Requirements:

Specification	Essential	Desirable
Qualifications/ Education	• Candidate must possess at least a Bachelor's Degree, Post Graduate, Diploma, Professional Degree, Childcare Management, Business Studies/Administration/ Management or equivalent with Kursus Asas Asuhan Kanak-kanak or any other relevant course on childcare. • The candidate must have completed the Kursus Asuhan dan Didikan Awal Kanak-Kanak (KAP) PERMATA training program, certified by the relevant authority – the Welfare Department (Jabatan Kebajikan Masyarakat), and possess a valid Certificate.	• Those with qualifications and experience in education industry will be an advantage.
Knowledge and Skills	• A level of maturity consistent with the requirements of the position for independent work and managing others.	• Good verbal and written. • Communication skill (English and Bahasa Malaysia).



	• Proven track record in leading the operation team with the ability in mentoring, motivating, and training staff member. • Excellent communication skill and etiquette of various modes. • Pleasant personality with strong customer service focus and able to develop a good working relationship with staff members and partners and stakeholders.	• Other languages than English and Bahasa Malaysia will be an added advantage.
Working Experience	• Verifiable experience (5 – 7 years) in childcare service, with a strong background in early childhood care and education. • Experience of operation management at a significant level. • Experience of team leadership and evidence of effective team coaching and development and performance. • Improvement Experience of developing solutions and contributing to strategic planning.	
Character Attributes	• Excellent team management, people and leadership skills with high level of integrity.	• Willing to work on irregular hours, on weekend, if required. • Hardworking and willing to learn. • Team work spirit.
Others	• Good health, friendly, polite and courteous. • Able to work on standby when the needs arises. • Willing to work on irregular hours, on weekend and Public Holidays, if required.	Willing to adapt new environment