

# Childcare Centre Director Job Description

A comprehensive job description template  
for Australian childcare services

Service Name: \_\_\_\_\_

Location: \_\_\_\_\_

Employment Type: \_\_\_\_\_

Reports To: \_\_\_\_\_

Date: \_\_\_\_\_

## DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and early childhood education industry practices at the time of publication. You should review and tailor this template to suit your service, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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## 1. Position Overview

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### 1.1 Position Title

Childcare Centre Director / Service Director / Nominated Supervisor

### 1.2 Position Summary

The Childcare Centre Director has overall responsibility for the daily operations and management of the childcare service. This senior leadership role encompasses leading and supervising the staff team, ensuring full regulatory compliance with the National Quality Framework (NQF), managing relationships with families and enrolments, overseeing financial operations and driving continuous quality improvement across all aspects of service delivery.

As the Nominated Supervisor, the Director holds regulatory responsibility for the service and must ensure compliance with the Education and Care Services National Law, National Regulations and National Quality Standard. The role requires strong leadership, business acumen, regulatory knowledge and a deep commitment to providing high-quality early childhood education and care.

### 1.3 Reporting Structure

This position reports to:

- Board of Management / Committee of Management
- Area Manager / Regional Manager
- Service Owner / Approved Provider

### 1.4 Employment Type

Full-time (38 hours per week)

## 2. Key Responsibilities

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### 2.1 Centre Management

- Oversee daily operations and service delivery across all age groups
- Ensure effective systems and processes for administration and operations
- Manage centre resources including equipment, materials and facilities
- Develop and implement operational policies and procedures
- Coordinate maintenance and ensure safe, compliant physical environment
- Manage service capacity, occupancy and utilization
- Oversee meal planning and nutrition programs

### 2.2 Staff Leadership and Management

- Recruit, select and onboard early childhood educators and support staff

- Supervise, support and appraise staff performance
- Coordinate staff rosters to meet regulatory ratios and operational needs
- Facilitate professional development and training programs
- Build and maintain a positive, collaborative team culture
- Address staff concerns, conflicts and performance issues
- Conduct regular staff meetings and professional learning sessions
- Mentor and support educators in programming and practice

### 2.3 Regulatory Compliance

- Ensure compliance with Education and Care Services National Law and Regulations
- Maintain compliance with National Quality Standard (NQS) across all quality areas
- Prepare for and manage Assessment and Rating process
- Respond to regulatory authority requests and notifications
- Manage Working with Children Checks and staff compliance requirements
- Maintain required records, documentation and evidence
- Implement and monitor service policies and procedures
- Ensure child safety and protection procedures are followed

### 2.4 Family Engagement and Communication

- Manage family enrolments, orientations and transitions
- Build and maintain positive relationships with families
- Communicate regularly with families about service operations and children
- Handle parent enquiries, concerns and complaints professionally
- Conduct family surveys and gather feedback
- Organize family events and community engagement activities
- Provide families with information about child development and services

### 2.5 Financial Management

- Prepare and manage annual budgets and financial planning
- Monitor income, expenses and financial performance
- Manage fee collection and Child Care Subsidy (CCS) administration
- Process CCS claims and maintain compliance with CCS requirements
- Control expenditure and authorize purchases within delegation
- Prepare financial reports for management and board
- Identify opportunities for revenue growth and cost efficiency

### 2.6 Quality Improvement

- Lead development and implementation of Quality Improvement Plan (QIP)

- Monitor and evaluate service quality against NQS
- Drive continuous improvement initiatives across all quality areas
- Analyze data and feedback to inform improvement strategies
- Maintain or improve service quality rating
- Implement best practice in early childhood education
- Foster a culture of reflection and continuous improvement

### 3. Required Skills and Attributes

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#### 3.1 Essential Skills

##### Leadership and People Management

Strong leadership skills with ability to motivate, inspire and develop staff. Experience in performance management, coaching and building high-performing teams. Ability to delegate effectively and empower staff while maintaining accountability.

##### Business Acumen and Financial Skills

Understanding of business operations, budget management and financial reporting. Ability to analyze financial data and make sound business decisions. Experience with fee management, billing systems and Child Care Subsidy administration.

##### Regulatory Knowledge

Comprehensive knowledge of National Quality Framework, National Regulations and National Quality Standard. Understanding of regulatory compliance requirements, Assessment and Rating process and child safety standards. Ability to implement and maintain compliant systems.

##### Communication Skills

Excellent verbal and written communication skills. Ability to communicate effectively with staff, families, management and regulatory authorities. Strong interpersonal skills and ability to build positive relationships. Conflict resolution and negotiation skills.

##### Problem Solving and Decision Making

Strong analytical and critical thinking skills. Ability to identify issues, evaluate options and implement solutions. Sound judgment in high-pressure situations. Capacity to make decisions that balance regulatory requirements, quality outcomes and business viability.

##### Strategic Thinking

Ability to think strategically about service direction and improvement. Planning and organizational skills. Understanding of early childhood education trends and best practice. Vision for service development and quality enhancement.

#### 3.2 Personal Attributes

- Passionate about early childhood education and child development
- High level of integrity and ethical conduct
- Professional and approachable leadership style

- Resilient and able to manage multiple priorities
- Adaptable and responsive to change
- Committed to continuous improvement
- Strong organizational and time management skills
- Calm and composed under pressure
- Collaborative and team-focused
- Attention to detail and quality standards

## 4. Qualifications and Requirements

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### 4.1 Mandatory Requirements

- Diploma of Early Childhood Education and Care minimum (Bachelor degree preferred for larger services)
- Eligible to be Nominated Supervisor under National Regulations
- Current Working with Children Check for relevant state/territory
- National Police Check (no older than 6 months)
- Current approved First Aid qualification (HLTAID012)
- Current CPR certificate (HLTAID009)
- Current Asthma and Anaphylaxis management training
- Minimum 3 years experience in early childhood education
- Management or leadership experience in childcare setting

### 4.2 Desirable Qualifications

- Bachelor degree in Early Childhood Education
- Postgraduate qualifications in management, leadership or early childhood
- Previous experience as Nominated Supervisor or Director
- Experience with Assessment and Rating process
- Experience with Child Care Subsidy systems
- Financial management qualifications or training
- HR or people management qualifications
- Understanding of multiple early childhood pedagogies

### 4.3 Experience

Candidates should demonstrate significant experience in early childhood education with progression to leadership roles. Experience should include staff supervision, regulatory compliance, family engagement and quality improvement. Previous experience managing Assessment and Rating, implementing Quality Improvement Plans and working with National Quality Standard is highly regarded.

## 5. Working Conditions

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### 5.1 Hours of Work

- Full-time position (38 hours per week)
- Standard hours Monday to Friday during service operation
- Additional hours may be required for meetings, events or emergencies
- Flexibility required for early morning or evening responsibilities
- On-call availability for emergency situations

### 5.2 Physical Requirements

- Ability to work in active childcare environment
- Physical capability to respond to emergencies and evacuations
- Capacity to move around centre and supervise multiple areas
- Ability to lift and carry equipment and materials as required

### 5.3 Work Environment

- Fast-paced childcare environment with multiple stakeholders
- High level of responsibility and accountability
- Interaction with children, families, staff and regulatory authorities
- Office-based administrative work combined with floor presence
- Managing competing priorities and time pressures

### 5.4 Regulatory Responsibility

- Position holds regulatory responsibility as Nominated Supervisor
- Accountable for service compliance with National Law and Regulations
- Responsible for child safety and wellbeing
- Budget and financial accountability
- Staff supervision and duty of care obligations

## 6. Award Information

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### 6.1 Modern Award Coverage

This position is covered by the Educational Services (Schools) General Staff Award 2020 or the Children's Services Award 2010 (MA000120), depending on the service type and employer. The Children's Services Award sets minimum pay rates, allowances and conditions for employees working in children's services.

### 6.2 Classification Level

Centre Directors are typically classified as:

- Level 6: Director of smaller services or Assistant Director
- Level 7: Director/Person in Day to Day Charge of larger services
- Higher classifications for directors of very large or multiple services

The specific classification level is determined based on service size, licensed places, number of staff supervised and level of responsibility.

### 6.3 Entitlements and Conditions

Full-time employees are entitled to:

- 4 weeks annual leave per year
- 10 days personal/carer's leave per year
- Long service leave as per state/territory requirements
- Public holidays
- Parental leave entitlements
- Superannuation contributions
- Salary packaging may be available depending on employer

Refer to the Children's Services Award 2010 (MA000120) for current rates and conditions, or applicable enterprise agreement.

## 7. Expected Behaviours

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### 7.1 Professional Leadership

- Lead by example and model professional conduct at all times
- Demonstrate commitment to quality early childhood education
- Maintain confidentiality regarding children, families and staff
- Act with integrity and ethical conduct in all decisions
- Represent the service professionally to families and community
- Support and develop staff to achieve their potential

### 7.2 Regulatory Excellence

- Ensure full compliance with all regulatory requirements at all times
- Maintain up-to-date knowledge of NQF and regulatory changes
- Implement systems to monitor and maintain compliance
- Respond promptly to regulatory authority requests
- Prioritize child safety and protection
- Ensure accurate record-keeping and documentation

### 7.3 Quality Focus



- Drive continuous quality improvement across all areas
- Monitor and evaluate program quality and outcomes
- Encourage reflective practice and professional learning
- Implement evidence-based early childhood practices
- Maintain high standards of service delivery
- Act on feedback and evaluation data

#### 7.4 Communication and Relationships

- Communicate openly, honestly and respectfully with all stakeholders
- Build trusting relationships with families and respond to concerns
- Foster collaborative team environment
- Provide clear direction and expectations to staff
- Maintain positive relationships with management and board
- Engage with community and sector networks

## 8. Application Process

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### 8.1 How to Apply

Interested candidates should submit:

- Current resume/CV outlining relevant experience and qualifications
- Cover letter addressing selection criteria and leadership philosophy
- Copies of relevant qualifications (Diploma or Bachelor degree)
- Copy of Working with Children Check
- Copy of First Aid, CPR and emergency management certificates
- Contact details for at least three professional referees

### 8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview with selection panel
- Second interview and/or practical assessment
- Centre tour and meet with staff (where appropriate)
- Reference checks with previous employers and supervisors
- Verification of qualifications and compliance documents
- Pre-employment checks including police check

### 8.3 Equal Opportunity

We are an equal opportunity employer committed to creating a diverse and inclusive workplace. We welcome applications from all qualified candidates regardless of age, gender, cultural background, disability, sexual orientation or other characteristics protected by law.

## Position Acknowledgement

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I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the service.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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For Manager Use Only

Manager Name: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_