



Business & Operations Officer (Early Years)

Reports to: Head of Nursery

Works in partnership with:

Deputy Manager (Pedagogy & Safeguarding), Team Managers, People and Culture Team, Imago central teams and University professional services

Posts:

One full-time and one part-time post operating as a blended operational function

Our Vision & Mission

Our mission is to create a place where children love to be.

We are building a world-class nursery that consistently delivers fabulous learning, play and fun. We provide rich, meaningful experiences that support children's curiosity, confidence and development through high-quality play and nurturing relationships.

At Loughborough University Nursery, we bring children and families together. We deliver an exemplary early years' service that respects and responds to the needs of every child, values their voice, and builds on care, education and play.

We celebrate individuality, recognise talent and create opportunities for both children and adults to grow. We provide a safe, inclusive and joyful environment grounded in kindness, where children feel secure, supported and inspired.

Job Purpose

As Business & Operations Officer, you are a key professional role within the nursery, responsible for maintaining, monitoring and developing the operational, business and compliance systems that underpin safe, sustainable and high-quality early years provision.

You hold responsibility for the frameworks that support staffing and rotas, recruitment and onboarding, health and safety, risk management, finance administration, income and occupancy monitoring, marketing, customer journey and inspection readiness.

Working in close partnership with the Deputy Manager, Team Managers, People and Culture Team and University partners, you enable effective leadership and decision-making through accurate data, robust systems and proactive operational oversight. This role combines advanced administrative expertise with operational accountability and system ownership.

Key Responsibilities

Staffing, Rotas & Operational Deployment

- Develop and manage weekly and daily staffing rotas to ensure statutory ratios, qualification requirements and staffing budgets are met.
- Ensure sufficient staffing resource is available to meet occupancy demands, planned activities, training and known absences.
- Work in partnership with Team Managers, who hold responsibility for day-to-day staff deployment within rooms and areas, supporting them to operate within agreed deployment and ratio frameworks.
- Monitor annual leave, sickness, training and vacancy impacts and escalate operational risks proactively.
- Maintain staffing models, rota templates and deployment rules aligned to quality, safety and financial sustainability.

Recruitment, Onboarding & Workforce Operations

- Coordinate recruitment activity from vacancy identification through to onboarding, ensuring processes align with approved staffing plans and budgets.
- Liaise with the People and Culture Team to ensure recruitment, employment checks, contracts and onboarding processes are completed in line with policy and statutory requirements.
- Oversee induction workflows and schedules, working with Team Managers to ensure all mandatory training and induction requirements are completed within required timescales.
- Maintain accurate workforce records, dashboards and compliance logs.
- Provide workforce data and insight to support operational planning, resilience and succession planning.

Risk Management, Accidents & Health & Safety

- Act as the nursery's operational specialist for risk assessment frameworks, ensuring they are current, reviewed and effectively implemented.
- Maintain risk assessments for premises, activities, outings and operational processes.

- Monitor adherence to risk assessments through spot checks, incident reviews and action tracking, escalating concerns and unresolved risks appropriately.
- **Act** as the nursery expert user for the **Evox University accident and incident reporting portal**, ensuring all accidents, incidents and near misses are recorded accurately and in a timely manner.
- Coordinate investigation follow-up actions and monitor completion.
- Hold, or commit to achieving, a Health & Safety at Work qualification.
- Attend and represent the nursery at Health & Safety forums and meetings with Imago and the University as the operational point of contact.
- Work in partnership with the Deputy Manager, who provides expert interpretation of risk through the EYFS and safeguarding lens.

Finance, Income, Occupancy & Funding

- Administer Early Years funding, including FEEE, ensuring accuracy, timeliness and audit readiness.
- Manage invoicing, fee calculations, salary sacrifice administration and childcare funding processes.
- Monitor income, occupancy and staffing costs, producing regular reports for the Nursery Manager.
- Track trends, variances and emerging financial pressures, supporting informed and sustainable decision-making.

Marketing, Brand & Communications

- Develop an understanding of the nursery's brand and marketing strategy in line with Imago and University guidance.
- Maintain and update the nursery website, ensuring content is accurate, current and aligned with brand expectations.
- Work collaboratively with Imago and University marketing teams to promote the nursery across agreed platforms.
- Coordinate newsletters, digital communications and positive news stories.
- Ensure marketing and communications reflect the nursery's values, ethos and commitment to children and families.

Sales, Admissions & Customer Journey

- Manage admissions administration from first enquiry through to allocation of places.
- Act as a key point of contact for families throughout the customer journey.
- Coordinate and deliver show rounds and introductory tours, ensuring a warm, consistent and informative experience for prospective families.
- Maintain accurate admissions, waiting list and occupancy records. Facilitate admission meeting to allocate places in a timely manner

- Support yield management through monitoring enquiries, conversions and occupancy trends in partnership with senior leaders.

EYFS Welfare Compliance & Inspection Readiness

- Maintain and monitor compliance frameworks aligned to EYFS welfare requirements.
- Manage policy review schedules, staff training logs, compliance records and inspection evidence.
- Prepare and organise documentation to support inspections, audits and internal reviews.
- Track and coordinate completion of actions arising from inspections, audits or compliance checks.
- Ensure compliance systems are robust, accurate and inspection-ready at all times.

Governance, Assurance & Reporting

- Prepare accurate and timely operational, compliance and performance data to support governance and assurance processes.
- Produce data and narrative reports for internal governance forums, Imago reporting requirements and University reporting cycles.
- Collate and present information relating to staffing, occupancy, finance, compliance, health & safety and risk.

Systems, Data & Information Governance

- Act as an expert user of nursery systems including Family, Evox and University platforms.
- Ensure data accuracy, confidentiality and GDPR compliance. Act as GDPR Champion.
- Develop reports and dashboards to support operational monitoring and planning.
- Identify opportunities to improve systems, processes and efficiencies.

Safeguarding Statement

This role supports safeguarding and welfare systems and ensures robust operational compliance. Responsibility for safeguarding decision-making, professional judgement and DSL leadership remains with the Deputy Manager and senior leadership team.

Imago Values in Action

As Business & Operations Officer, you demonstrate and live our values through your work:

Kind – You work with empathy, patience and professionalism, supporting colleagues and families through clear and reliable systems.

Caring – You take responsibility for creating safe, supportive and well-run environments for children, families and staff.

Ethical – You act with integrity, confidentiality and accountability in all operational decision-making.

Sustainable – You plan effectively, use resources wisely and support long-term organisational resilience.

Accountable – You take ownership of your responsibilities and follow actions through to completion.

Ambitious – You seek continuous improvement and contribute to the nursery's ongoing development and excellence.

The Business & Operations Officer plays a vital role in ensuring the nursery operates safely, compliantly, sustainably and with confidence. Through strong systems, accurate data and collaborative working, the post holder enables children, families and staff to experience a welcoming, well run and inspiring nursery every day.

Person Specification

Criteria	Essential	Desirable	Assessment Method
	Significant experience in a business operations, administrative or professional support role within a regulated or complex organisation.	Experience within an early years, education or childcare setting.	Application, Interview
	Health & Safety at Work qualification, or willingness to achieve this within an agreed timeframe.	Experience preparing documentation or reports for inspections, audits or governance forums.	Application, Interview

	Working understanding of EYFS welfare requirements , including health, safety and safeguarding expectations.	Experience using electronic accident or incident reporting systems (e.g. Evox).	Application, Interview
	Experience coordinating staffing systems, rotas or workforce processes.	Experience using Family or similar childcare management platforms.	Application, Interview
	Strong understanding of risk management, compliance monitoring and reporting.	Experience supporting marketing, admissions or customer journey processes.	Application, Interview
	Strong numerical and analytical skills, with the ability to carry out accurate fee calculations, financial tracking and reconciliation, and interpret financial data to support operational decision-making.		Application, Interview
	Ability to prepare, analyse and present operational and compliance data for leadership and governance purposes.		Application, Interview

	High level of IT capability, including confident use of Microsoft Office 365 (particularly Excel), digital management systems and databases.		Application, Interview
	Excellent organisational skills with strong attention to detail and accuracy.		Application, Interview
	Clear, professional communication skills and the ability to work collaboratively with managers and external partners.		Application, Interview
	High standards of professionalism, discretion and accountability.		Application, Interview