

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - CENTRE MANAGER		
Sector	Social Service	
Track	Early Intervention Teaching	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Centre Manager	
Job Role Description	<p>The Centre Manager is responsible for managing centre operations and provides leadership in strategic and operational planning. He/She leads the development of centre initiatives and improvements in systems, processes and operations for the effective delivery and quality of centre programmes and services. He also drives the development and implementation of policies, procedures and standards as well as risk management frameworks to ensure quality teaching, curriculum development and student well-being. He also oversees staff professional development, student enrolment and manpower requirements for the centre.</p> <p>A highly experienced management staff who possesses strong leadership skills and the ability to build and leverage effective relationships with stakeholders, the Centre Manager works in varied settings such as in early intervention teaching centres, student care centres, special education schools, and other voluntary welfare organisations.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage manpower resources	Drive the implementation of the recruitment strategies
		Review manpower plans for approval
		Oversee staff development, training and mentorship programmes
		Manage staff performance
	Manage centre operations	Set strategic direction for the centre
		Prepare annual work plans and budget plans
		Lead development of centre programmes and initiatives
		Set the centre's Key Performance Indicators (KPIs)
		Drive improvements on systems, processes and operations
	Drive compliance and risk management activities	Drive risk management initiatives
		Establish new or revised policies, procedures and standards
	Drive programmes and service excellence initiatives	Develop the organisational directions for cross-centre partnerships and delivery of services
		Drive cross-centre collaborations to enhance initiatives and programmes
		Develop strategic long-term plans to improve the quality of the learning environments
		Establish structures and processes for continuous enhancements of curriculum and programmes
	Manage student affairs	Report student statistics to the relevant agencies
		Set centre's directions for engagement with families, community and other stakeholders
		Manage escalated communication and feedback from stakeholders

		Oversee student enrolment for the centre		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 5	Leadership	Advanced
	Collaborative Practices Across Disciplines and Sectors	Level 5	Communication	Advanced
	Corporate Governance	Level 5	Decision Making	Advanced
	Department Performance Management	Level 5	Interpersonal Skills	Advanced
	Diversity Awareness and Management	Level 5	Resource Management	Advanced
	Emergency Response and Crisis Management	Level 5	Developing People	Intermediate
	Ethics, Values and Legislation	Level 5	Managing Diversity	Intermediate
	Financial Management	Level 5	Service Orientation	Advanced
	Manpower Planning	Level 5	Problem Solving	Advanced
	People Management	Level 5	Global Mindset	Advanced
	Quality and Audit Management	Level 5	Transdisciplinary Thinking	Advanced
	Risk Management	Level 5	Teamwork	Advanced
	Social Sector Policy Influence	Level 5	Sense Making	Advanced
	Stakeholder Management	Level 5	Computational Thinking	Advanced
	Strategy Implementation	Level 5	Creative Thinking	Advanced
	Strategy Planning	Level 5	Virtual Collaboration	Advanced
	Trends Evaluation and Application	Level 5	Lifelong Learning	Advanced
Workplace Safety and Health	Level 4	Digital Literacy	Intermediate	
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			