

DYSLEXIA ASSOCIATION OF SINGAPORE

ORGANISATION PROFILE

Join a rapidly growing organisation that has over 300 full-time and flexi scheme employees and operates from 12 centres all over Singapore!

The Dyslexia Association of Singapore (DAS) provides a continuum of services for children with dyslexia, their parents, mainstream teachers and other professionals in the field of dyslexia in Singapore.

JOB DESCRIPTION

Position	Learning Centre Manager
Division/Branch	DAS Learning Centres Management

The successful individual will report to the Chief Financial Officer-cum-Director of Learning Centre Management and the Deputy Director of Learning Centre Management.

As a Learning Centre Manager, the responsibilities include:

- Managing one/two of the twelve learning centres of the DAS
- Supporting the Senior Manager/Deputy Director in overseeing and managing cluster initiatives
- Being the representative of the DAS in their respective locality
- Networking with schools and related organisations in the vicinity of their DAS learning centre(s)
- Networking with the clients of the learning centre(s), ie. parents of the students
- Being responsible for the efficient daily operation of the learning centre(s)
- Monitoring the work of the Educational Therapists and Student Service Associates of the learning centre(s)
- Leading and organising company-wide and/or learning centre focus projects and events
- Organising centre meetings
- Conducting appraisals and approving various reports

Job Description

1) Parents and Community Engagement

Establish and maintain good relationship with parents, Special Educational Needs (SEN) Officers and school administrators, and the community in the locality of the centre through:

a) Open Houses, Parents' Orientation and Learning journeys

- Work with the respective teams to conduct open houses, student events and parents' orientation to generate greater awareness among the public, VWOs and schools in the vicinity.
- Host Special Educational Needs (SEN) Officers and teachers from schools to foster closer working ties with them to enable better support for our students.
- Attend community engagement events to foster working relationship and explore opportunities to collaborate with other VWOs and schools.
- Serve as a conduit of information for parents to give constructive feedback on our existing and future services and policies.

b) Schools

- Work with schools/agencies on an ad-hoc basis on projects to benefit DAS students.

2) Administration

Supervise and manage the day-to-day operations of the learning centre:

- Be responsible for the safety of staff and students, and the general security of the learning centre.
- Handle all communications with parents.
- Manage the learning centre inventories.
- Ensure that DAS policies are strictly implemented and adhered to.
- Ensure that all Standard Operating Procedures (SOPs) are strictly adhered to so as to achieve a high level of consistency with other learning centres.

3) Finance

Supervise and manage the day-to-day operations of the learning centre:

- Oversee the proper handling of all collections and payments at the learning centre.
- Supervise and work with the Student Service Associates in ensuring the following:
 - Bursary applications and documentations are submitted promptly to the Bursary Administration Branch for review.
 - All outstanding payments are followed up and reminder letters sent according to pre-specified procedures to the parents.
 - Prompt billing of programme fees are carried out at the specified date given by the Finance Department.
 - Proper maintenance of student records for monthly and year-end audit purposes.

4) Student Placement and Timetabling

The Learning Centre Manager, working closely with a designated Senior Educational Therapist, is responsible for the scheduling and proper placement of all students at their learning centre.

5) Staff

- Recommend training and development for administrative staff.
- Handle staff administration, ie. leave application, medical leave etc.
- Recommend talented staff for positions of greater responsibility.

6) Reporting to Senior Management

Provide feedback and reports on the performance and operations of the learning centre.

7) Others

Any other duties assigned from time to time by the Chief Financial Officer-cum-Director of Learning Centre Management and the Deputy Director of Learning Centre Management.

COMPETENCIES

Personal Competencies (Core) :

- Have an outgoing personality, good people skills and high initiative.
- Able to multi-task, have a sharp eye for detail and work well under pressure.
- Be independent, resourceful and a team player.
- Be a fast worker with good follow through.

Technical Competencies (Skills) :

- Proficient in Microsoft Office including database software.

REQUIREMENTS

Education:

- Recognised university degree or equivalent.

Experience:

- Having supervisory experience and experience as an administrator in an educational setting will be an advantage.
- Candidates with direct relevant experience are welcomed to apply.

Other Skills & Knowledge:

- Able to write and speak fluent English.
- Being good at public speaking is essential.

WORKING HOURS

DAS staff have to work when our clients are available. Certain DAS centres are opened from Mondays to Sundays and also late into the evenings (up to 9 pm). All staff work 44 hours a week and are expected to be flexible in their working days (this includes Saturdays and Sundays).

WORKING FROM DIFFERENT LOCATIONS

The Learning Centre Manager must be willing to work from any of the DAS learning centres including Bedok, Bishan, Chua Chu Kang, Henderson, Jurong Point, Parkway Parade, Rex, Sengkang, Serangoon, Tampines, Woodlands and Yishun.

SALARY AND BENEFITS

Starting salary will be commensurate with experience. After probation, successful candidates will receive annual leave, dental and other benefits. Staff will be entitled to medical benefits while on probation. The DAS also awards training incentives to deserving staff.

APPLICATION DETAILS

All interested applicants are to submit the following as part of their application

1. DAS Employment Application Form, duly completed (form can be downloaded from the Careers page of our website -- <https://das.org.sg/careers-at-das/positions-available/>)
2. Resume

Email the above submissions to jobs@das.org.sg by **18 February 2024**

Only shortlisted candidates will be contacted.