Simplifying workforce management for the ECEC sector: ideas for going digital

The increasing integration of digital technologies in many aspects of our work has its fair share of benefits and challenges. Hiring, onboarding, training, and effective communication are only a few of the functions that need to be effectively managed since it is critical to business success.

In order to benefit from the advantages of digitisation, technological developments in order not to lose clients, productivity, and employees must be applied within the organisation. This also applies to the Early Childhood Education and Care (ECEC) sector that comes with its own unique set of challenges and benefits that we think will encourage you to go digital.

Benefits to going digital

Compliance - There are varying minimum requirements by law for educator-to-child ratios as defined by ACECQA. You must stay on top of the digital radio-driven rostering that allows the staff to be automatically allocated to shifts or groups using these rules as children are added to a day or session.

Increased efficiency - A key pillar of digital transformation is automation. Building out full automated workflows can save you a significant amount of time that can ultimately lead to digital fluency.

Environmentally friendly - Going digital means doing away with physical sign-in/out sheets, reams of manuals, induction materials, and endless printouts.

Secure and reliable - Adding extra protection to digital processes can help ensure compliance with state and federal laws.

Saves time and costs - It is guaranteed to save time and money as it will not only speed the completion time of processes, but they remove manual errors which can be tricky to go back and fix.

Where to start when going digital

🪄 Getting your team on board

Change can be a tricky thing to implement especially without employees buying in you. To avoid a failed rollout, follow best practices for change management starting with involving all the stakeholders. Identify and categorise all the groups involved, consider the impact for each and how you need to manage them. After which, you must lead the conversations about technology, help your employees understand why the change needs to happen. Also, do not be hesitant to welcome feedback, not only can this give you some great hidden guidance, it adds to positive employee engagement by validating their opinion. Finally, monitor whether things are done right by providing examples of good workflows - perhaps via videos or help pages - users can look up to double check, instilling confidence in system users once it is live.

🪄 Tackling processes

Onboarding - can we really go paperless?

Onboarding is traditionally an activity that's filled with binders full of paper: handouts, manuals, learning materials, and forms. This does not only go against environmental best practice but will also provide your employees with an online portal that they can access at any time.

What will daily tasks look like?

We suggest you consider these five things before you make the big switch from spreadsheets to software:

1. Does the software account for configurable school holidays, special days, and start/finish times?
2. Can the software accept different employee rates so that days or weeks are never over budget?
3. Does the software allow for composable best-fit teams?
4. Does the software account for individual staff ratings across a shift to meet an acceptable internal quality KPI?
5. Does the software produce a roster similar to one designed by a manager?

Is your business ready to go paperless?

Timekeeping and attendance is one of the easier processes to digitise across the organisation. With a time clock application linked to rostering and payroll, staff can clock in and clock out with just a PIN code or even more securely via facial recognition.

Compliance activities

Software can be used for tracking team members' qualifications and licenses such as First Aid certificates, Working With Children checks, and Diplomas. With notifications set for when certificates are due to expire or ensuring coverage on a shift of particular qualifications, compliance is always automatic.

✨ Employee engagement - how do we keep employees engaged?

Going beyond simple job satisfaction, it gauges the degree to which an employee resonates with their job, workplace, career aspirations, colleagues, and team values.

How to measure employee engagement

Employee engagement is generally measured by performing surveys with respondents rating the degree to which they feel a statement represents their feelings about their work-life.

Change management & employee experience

Change may affect employees' sentiments in unanticipated ways but the right change management activities will help keep employee experience levels from slipping. By involving your team early on in the process, and hearing them all during rollout, you will make them feel respected and valued - keeping them engaged.

Taking Your Back Office Processes Digital: The Childhood Education and Care Sector's Guide

Digitising back office processes, ECEC organisations can gain a competitive advantage in an industry where expertly balancing occupancy, rates, and payroll can make revenues soar. It can help ECEC businesses provide quality services while optimising operations, removing slow and error-prone manual processes, and cutting paperwork overheads significantly.

For businesses that want to take the leap, Ento's software is part of the next generation of workforce management tools; cloud-based, accessible via a smartphone, tablet or desktop, and integrated with leading CCMS, Recruitment, and Payroll systems. The Ento team works collaboratively with childcare centres throughout the end-to-end implementation process.

Download our guide 'Taking Your Back Office Processes Digital: The Childhood Education and Care Sector's Guide' today.