



Job Description

Job title:	Service Manager – Best Start service City of London and Hackney
Base:	City of London and Hackney Children's Centres
Reports to:	Regional Manager (South)
Salary:	£32,016 - £36,328
Band:	E
Working hours:	37.5 hrs per week (3 year contract)
Job purpose:	To lead and manage the HENRY Best Start service across the London Borough of Hackney and City of London, improving health outcomes for young children and reducing health and social inequalities. This is a new service following award of a three year contract which will provide universal and targeted support to reduce levels of obesity amongst 0-5 year olds.

Key responsibilities:

1. Leadership and operational management of HENRY Best Start service to meet or exceed contractual performance targets and standards.
 2. Ensuring high quality service delivery to families in response to local needs, reaching target audiences and providing effective person-centred support.
 3. Ensuring continuous improvement and learning and the delivery of high quality training and support to partners.
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- 1. Leadership and operational management of HENRY Best Start service to meet or exceed agreed contractual performance targets and standards**
 - Ensure the service is delivered to a high standard and in accordance with planned milestones, targets and budget.
 - Utilise whole-systems processes that support service delivery and place children at the forefront on a daily basis.
 - Provide strong leadership to develop a high performing team that is responsive to the needs of families and partners.
 - Support staff and volunteers in accordance with HENRY's supervision, appraisal and employment policies, supporting individual development and driving optimum team performance
 - Build, maintain and incentivise partnership and collaboration, maximising partner engagement and encouraging cohesive, coherent multi-agency services for families.
 - Analyse data, for both internal and external use, assessing the efficiency and effectiveness of services and determining areas for service improvement.
 - Collate accurate data-sets and write evidence-based reports for commissioners and HENRY senior management and Trustees, detailing outcomes, impact and next steps.
 - 2. Ensuring high quality service delivery to families in response to local needs, reaching target audiences and providing effective person-centred support**
 - Increase the take-up of Healthy Start vitamins by eligible women and children 0-3 years as well as the take-up of Healthy Start vouchers.

- Manage the Healthy Start vitamins project: conduct audits and maintain accurate records, place orders and liaise with pharmacists and the HENRY finance office regarding distribution payments due to pharmacies.
- Oversee the service budget and ensure spending is managed in line with financial processes, making recommendations to the Regional Manager to maximise service delivery and value for money.
- Ensure services are highly visible in the community and targeted appropriately, developing publicity materials to a professional standard and in line with HENRY branding guidelines.
- Ensure on-going consultation with families and partner organisations to determine how HENRY can best support a healthy start in life, meet gaps in provision and engage families who are not accessing HENRY support.
- Deliver programmes in accordance with HENRY quality standards and provide coaching and mentoring to co-facilitators to promote reflective practice.
- Work in partnership with parents, using a strengths-based and solution-focused approach to supporting healthier family lifestyles.
- Refer families and children with higher levels of need to tier 3 and specialist services.
- Drive and oversee data collection from service delivery and build the evidence base.
- Act as the team safeguarding lead, adhering to London Borough of Hackney and City of London safeguarding procedures and HENRY safeguarding policy.
- Ensure all team members and volunteers are trained to the appropriate level in safeguarding and data protection.

3 Ensuring continuous improvement and learning and the delivery of high quality training and support to partners

- Consult with local health, early years providers, community and voluntary services and partners to assess workforce development needs to enhance skills, knowledge and confidence in raising sensitive lifestyle and weight issues and promoting a healthy start for babies and young children.
- Schedule training to reach a wide range of partners working with children and families and deliver training encouraging reflective practice and using a strengths based and solution focused approach.
- Ensure training meets HENRY's quality assurance standards and provide coaching and mentoring to co-trainers.
- Attend partner meetings and strategic advisory groups.
- Work in partnership with Hackney Learning Trust to train early years providers, undertake menu reviews and support settings to attain Eat Better Start Better standards.
- Use evaluation data (both quantitative and qualitative) to learn from experiences, utilising new knowledge to improve services.
- Embed collective leadership and, with colleagues, develop HENRY as a learning organisation that is continuously improving.
- Quality assure all aspects of the service and address areas for improvement where required.

4 General duties for all staff

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Maintain clear and accurate records.
- Communicate effectively with partners.
- Comply with all organisational policies and procedures.
- Support own development through on-going reading, research and supervision.
- Other duties and responsibilities as negotiated with the post holder.

Person specification

	Essential	Desirable
Qualifications	<p>A recognised qualification to graduate level or above in a relevant field e.g. dietetics, nutrition, health, early years</p>	<p>Relevant MA/MSc</p> <p>Qualification in Adult Education</p> <p>Leadership/management qualification</p> <p>Postgraduate training</p> <p>Project management</p> <p>Information governance</p>
Experience	<p>At least 3 years' successful experience of leading and delivering services.</p> <p>At least 3 years' project management experience of defined services or initiatives</p> <p>Demonstrable experience of information management and security</p> <p>Undertaking audits, robust data review to measure outcomes and impact</p> <p>Demonstrable experience of budget management</p> <p>Management and development of staff teams, performance reviews and reflective supervision</p> <p>Delivering experiential training</p> <p>Direct delivery of services to families</p> <p>Working with disadvantaged groups</p> <p>Evidence of managing safeguarding concerns effectively</p> <p>Report writing and liaison with funders/commissioners</p>	<p>Marketing and publicity</p> <p>Health promotion</p> <p>Supporting volunteers</p> <p>Working with children and families with special needs and disabilities</p> <p>Developing and implementing evidence-based health education programmes</p>
Knowledge	<p>Good understanding of safeguarding</p> <p>Understanding of public health and early years policy and practice issues</p> <p>Understanding of the aims, objectives and activities at children's centres</p> <p>Knowledge of evidence-based practice</p> <p>Comprehensive knowledge of risk assessment</p> <p>Supporting parent and child participation</p>	<p>Understanding preventive health services for children and families</p> <p>Effective approaches to supporting behaviour change</p>
Skills and attitudes	<p>Clear thinker with a high motivation to contribute to HENRY's work</p> <p>A commitment to excellence in service management and delivery</p> <p>Strong leadership and interpersonal skills</p>	<p>Willingness and ability to identify problems and weaknesses and explore solutions</p>

	<p>with an ability to motivate others and inspire excellence.</p> <p>An eye for presenting high quality and appropriate materials to specific audiences including in the public domain</p> <p>An appreciation for detail and a concern for accuracy, together with the ability to keep sight of the broad picture</p> <p>Excellent communication and presentation skills (verbal, written and IT)</p> <p>Empathic and non-judgemental approach to work with children and families</p> <p>Commitment to upholding diversity and equality of opportunity principles</p> <p>Willingness to work flexibly, including evenings and weekends as required, to reach families</p>	
Ability	<p>Keep clear and accurate records and be accountable</p> <p>Able to travel and work across Hackney and City of London</p> <p>Willingness to work flexibly, to include some evenings</p>	

It is the responsibility of individuals registered with a professional body to:

- act within the professional body's Code of Practice
- maintain their work profile and ensure revalidation standards are met
- assist junior registered staff in achieving revalidation
- contribute to and participate in the development of staff and practice through leading projects and supporting training
- ensure optimum use of working time

Note: This post requires a satisfactory DBS check