



HENRY
Service Manager
Bradford
Application Pack



About HENRY

Childhood experiences last a lifetime - so every child deserves the best possible start in life. And although parents want a happy healthy future for their children, family life isn't always easy. We make sure families get the support they need so that they and their children are able to flourish throughout childhood and beyond.

HENRY is the leading national provider of evidence-based services to support a healthy start. We are currently working in partnership with NHS trusts, public health teams, children's services and other partners in around 40 local authorities. We support parents to transform family life for the better in all sorts of ways – including emotional wellbeing, family relationships, parenting skills, infant feeding, the home learning environment, improved nutrition and getting more active.

Our service offer

- Training for practitioners, equipping them with the confidence, understanding and skills to create the conditions for positive change in their work with families
- Family support services, including a wide range of workshops, group programmes, individual support, resources and online help
- Creating healthier communities through volunteering and supporting a healthy start in childcare settings

Our values

- **Partnership:** parents are the experts in their own family so we start with their experience and support them to make changes that they believe will lead to a healthier and happier life.
- **Strengths-based:** we acknowledge and build on all the things that are going well, fostering hope and self-belief.
- **Person-centred:** families face different challenges - we get alongside families and listen, building a relationship based on trust and empathy.
- **Respect:** we value families for who they are and seek to understand rather than judge.
- **Inclusive:** we find out about the difficulties that some families face in accessing support and work proactively to overcome barriers.
- **Excellence:** we strive to provide families with high quality and effective support; we value learning about what doesn't work as well as what does, approaching new ideas with an attitude of curiosity and using reflective practice, evidence and feedback to improve our services.

Our impact

HENRY family support really works:

- 97% of families who join a HENRY family programme are leading a healthier lifestyle and enjoying family life more by the end
- Independent academic evaluation shows that families make long term changes, and parents themselves describe our support as 'life-changing'.

"For me this course helped me to break the bad habits that had been passed on to me through many generations. It's a big change that will make the children of tomorrow

healthier. As parents you want to do the best for your children and the HENRY course definitely shows you the way to achieve that.”

Our training for practitioners is transformative:

- 99% practitioners say it met or exceeded expectation
- 71% are still using the skills they develop through our training 12 months later, with many still using them 5 years on

“Excellent, inspirational training. I have been on many courses and this is the best one I have ever done.”

Our team

HENRY currently employs 58 staff. About one-quarter are based at our national office near Oxford and three-quarters in 6 different locations (Hackney, Waltham Forest, Southend, Bradford, Leeds, Sheffield) delivering services and projects.

In addition to our employed staff team, 12 freelance trainers and 95 volunteers also play a crucial part in delivering HENRY services.

HENRY’s supportive ethos and high levels of staff satisfaction and commitment are evident in our annual staff surveys. Over 90% of staff tell us they are proud to work for HENRY, enjoy working with people at HENRY and feel they are treated with fairness and respect and that their views are listened to and valued.

Our projects in Bradford

Better Start Bradford

The Better Start Bradford programme is supported by The National Lottery Community Fund, using National Lottery funding to help children in Bowling and Barkerend, Bradford Moor and Little Horton get the best start in life. They are providing more than 20 projects for pregnant women and families with children aged under four. The projects will help to improve children’s emotional and social development, communication and language development and nutrition. www.betterstartbradford.org.uk

HENRY is working in partnership with Better Start Bradford to run groups and 1-to-1 *Healthy Families* programmes and workshops for parents and carers of young children. We’re also training volunteers to support families in the Better Start Bradford communities as well as providing training for practitioners and child care settings working in the area.

Cooking for a Better Start

The Cooking for a Better Start project is also part of the Better Start Bradford programme. Since April 2018 we have been running 6-week programmes for parents and carers to help people learn to cook cheap, healthy meals for their family.

Our future

This is an exciting time to be joining HENRY. Over the last 5 years we have successfully implemented ambitious plans for growth. We now support 5,000 families a year through our different service contracts, grant-funded projects and licensed delivery of our programmes.

We have undertaken a major strategic review, shaping robust plans to continue this growth and offer HENRY support from conception to the teenage years.

From April 2019, as part of our three-year Strategic Plan, we will:

- Continue to strengthen our work in the early years
- Extend HENRY to parents of children aged 5-11 and to teenagers
- Extend our reach through the use of digital technology and new partnerships
- Develop and maintain our reputation as a 'centre of excellence', working with academic partners to strengthen our evidence base and influencing national policy
- Develop new income-generating activities to support our core mission



Overview of role

Job Title	Service Manager - Bradford
Office Base	Woodroyd Nursery, Woodroyd Centre, Woodroyd Road, Bradford, BD5 8EL (currently working from home)
Hours per week	0.8 fte (30 hours a week)
Salary	£32,016 to £36,055 (£25,613 to £28,844 pro-rated)
Contract	Fixed term to 31.12.2021 (maternity cover)
Responsible to	Senior Manager for Service Delivery
Annual leave	30 days per year plus bank holidays (pro-rated)
Pension	Access to pension scheme with a matched employer contribution of up to 6%

Job Purpose

To lead on the development and delivery of HENRY services in the three wards of Better Start Bradford (Bowling and Barkerend, Bradford Moor and Little Horton).

HENRY services aim to improve health outcomes for young children and reduce health and social inequalities, giving children a healthy start for a brighter future.

Key working relationships:

- Direct reports: (if applicable):
 - Administrator & Data Officer
 - Healthy Families Facilitators
 - Cooking for a Healthy Start Coordinator
- HENRY national staff:
 - Director of Operations
 - Senior Manager for Service Delivery
 - HENRY Service Managers
 - Head of Business Development
 - Head of Training and Programmes
 - Head of Finance and Administration Manager
- Other:
 - Communications and Marketing Officer
 - Data Manager

Key Responsibilities

1. Leadership and operational management of HENRY Bradford services aligned with contractual performance targets and standards.
2. Development of high-quality service delivery to families in response to local needs and providing effective person-centred support.
3. Promoting continuous improvement and learning and the delivery of high-quality training and support to partners.
4. Working as part of the leadership team to support organisational development, management and sustainability.

1. Leadership and operational management of HENRY Bradford services aligned with contractual performance targets and standards.

- Build and maintain relationships with local commissioners and partners, creating a shared understanding, a joint problem-solving approach, and enabling local influence through an awareness of issues relevant to successful delivery.
- Analyse data for both internal and external use, assessing the efficiency and effectiveness of services and determining areas for service improvement.
- Seek the views of those benefiting from HENRY services and use these to plan and improve the quality of support for families.
- Provide regular reports for commissioner-provider meetings on outcomes of the project and contracted services, analysing trends and discussing ways forwards in response to local feedback so that the service is responsive to local need.
- Support staff and volunteers through HENRY's supervision, appraisal and employment policies, enabling individual development and driving optimum team performance.

2. Development of high quality service delivery to families in response to local needs and providing effective person-centred support.

- Offer on-going consultation with families and partner organisations to identify gaps in provision, emerging needs and innovative ways of supporting families who are not accessing HENRY support.
- Manage the service budget and make recommendations to HENRY to maximise service delivery and value for money.
- Plan and oversee data collection, analysis and evaluation to support accurate and effective reporting for internal and external use.
- 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.
- Align service delivery with agreed local and national standards, and work with the Quality Team/HENRY governance to address areas for improvement as needed.
- Be the team safeguarding lead, following local safeguarding procedures and HENRY safeguarding policy; monitor that team members and volunteers are trained to the appropriate level in safeguarding.

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

- Implement best management practice across the service, working with colleagues – Service Managers and Leaders within HENRY - to develop HENRY as a learning organisation and embed collective leadership.

- Create a developmental culture with HENRY practitioners to reflect upon and learn from their experiences so that they have the skills, knowledge and confidence to provide effective support to parents and in the training of practitioners.
- Provide a range of training, coaching and mentoring to practitioners and others working with families to support delivery of consistent evidence-based approaches and key messages around healthy lifestyles and child development that meet HENRY's quality assurance standards.
- Respond to feedback from partners, commissioners and families to improve services and tailor these to local needs.

4. Working as part of the leadership team to support organisational development, management and sustainability

- Feed in the experiences of service delivery into the development of HENRY services and strategic planning, sharing with Service Managers, the CEO and SLT as appropriate.
- Work closely with HENRY Managers to influence, implement and monitor organisational business plans.
- Promote and support best practice across the organisation, including equal opportunities, management of risk, safeguarding, health and safety, continuous improvement and staff support and development.

5. Attitudes, behaviour and values

- 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.
- Model HENRY values.
- Support own development through on-going reading, research and supervision.

Person specification

	Essential	Desirable
Qualifications	A recognised qualification to graduate level or above in a relevant field e.g. health, education, social work, dietetics, nutrition, fitness & wellbeing, early years	Project management Leadership/management Postgraduate qualification
Experience	3 years' proven experience of managing defined services and/or projects 3 years' proven experience of delivering services in a multi-disciplinary setting and working with groups and individuals Working with disadvantaged groups Undertaking audits, reviewing data and measuring outcomes and impact Staff management and development, performance reviews and reflective supervision to meet objectives Evidence of managing safeguarding concerns effectively Demonstrable experience of information management and security	Developing and implementing evidence-based health education programmes Health promotion Working with children and families with special needs and disabilities Supporting team members with safeguarding issues Marketing and publicity
Knowledge	Public health and early years policy Understanding of local health needs Understanding of children's centres – aims and activities Comprehensive knowledge of risk assessment Enabling parent and child participation	Understanding of evidence-based practice Understanding preventive health services for children and families Effective approaches to supporting behaviour change
Skills and attitudes	High motivation to contribute to HENRY's work Strategic thinker with ability to innovate and develop creative solutions Strong leadership and interpersonal skills and an ability to work with a range of stakeholders at all levels and to skilfully influence and collaborate Commitment to excellence in service design, management and delivery Ability to motivate others, share feedback and inspire excellence	

	<p>An eye 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	Able to travel and work across the area with occasional national travel.	

Application timetable

Deadline for applications	9am – 25 January 2021
Interviews	Week commencing 2 Feb TBC

For more information please contact recruitment@henry.org.uk. To submit an application please complete the application form and equal opportunities form available from our website <https://www.henry.org.uk/jobs>.