

### **Operational Manager, Southwest Region**

**Home-based with regular travel to services across the Southwest including Dorset & Wiltshire**

**Hours Flexible 18.5 hours per week (part-time)**

**Grade 4 (upper) point 34-38: £40,107 - £44,009 FTE (£20,053.50 - £22,004.50 per annum)**

**+ £480 Home-working allowance per annum (pro rata)**

**Permanent Contract**

At Family Action we transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation. We have been building stronger families since 1869 and today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants.

This is an exciting leadership role within Family Action's South Region that will contribute to the delivery of the organisation's strategic aims to ensure that Family Action is Stronger than Ever. Working across the Southwest region to oversee a portfolio of services the post holder will:

- Provide strategic leadership and support for the portfolio of services in the Southwest Region, leading on the quality and performance of services in line with agreed KPIs.
- Take a shared role with the regional Deputy Director in identifying and understanding the areas of frontline practice and management practice that requires development.
- Develop and implement a range of initiatives to support the development of skills and knowledge across Project/Service/Operational Managers within the South region.
- To undertake a thematic lead role for the region and devise innovative interventions and service models in working with children and families.

The post holder will hold a minimum NVQ Level 4 qualification or equivalent in the relevant discipline such as health, social care, early years, education, or youth work. They will bring an extensive experience of managing a broad range of interventions and service models for children and families, evidence-based practice and promoting resilience. The post holder should be committed to continued professional development and have an excellent knowledge of underpinning theories of practice models and interventions and their application.

This role will be home based with the expectation to travel within the region as required to effectively oversee and support the wide portfolio of services within its remit.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.

## What will we offer you?

We'll offer you flexible working hours, a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. We have an excellent wellbeing offer and we will invest in your professional development with on-going quality training and career development opportunities. You'll join an established, supportive and high-performing service and have the opportunity to thrive in an innovative organisation that values your opinion, encourages learning and has the needs of children and families at its core.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**. If you share these values and behaviours and have the necessary skills then we look forward to hearing from you.

**For an informal discussion about this role, please contact Amy Brooke, Deputy Director on 07971 952195**

**For an application pack and further information please visit:**  
[www.family-action.org.uk/get-involved/work-us/current-vacancies/](http://www.family-action.org.uk/get-involved/work-us/current-vacancies/)

**Please email completed applications to:** [completed.application25@family-action.org.uk](mailto:completed.application25@family-action.org.uk)

**Closing date:** Thursday 3<sup>rd</sup> February 2022, 12:00 (noon)  
**Interview date:** Wednesday 9<sup>th</sup> February 2022

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

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