



Service Manager, Family Time, Supervised Contact Service

Based in Stockton-on-Tees

37 hours per week (full-time)

Grade 4 (lower) point 29-33: £35,064 - £39,123 per annum

Permanent contract

Are you a dynamic leader with excellent service management skills? Are you solution focused and passionate about making a difference? If so, Family Action has an exciting opportunity and would love to hear from you.

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.

We are committed to a set of behaviours that align with our values of can do, mutual respect, being people focused and striving for excellence. We demonstrate these behaviours in our professional relationships with colleagues, partners and those who use our services.

We support flexible working where possible and seek to understand individual circumstances so that every member of our team is supported to achieve a work-life balance. We promote a culture of mutual support and goodwill and believe positive working relationships are founded in trust, respect, inclusion and open communication.

We were honoured to win Charity of the Year at the Third Sector Awards 2021 and be shortlisted for Fundraising Team of the Year. These awards recognise excellence and are a testament to the hard work, passion and commitment of our staff and supporters.

We're always looking for staff and volunteers who share our values and vision. Working for Family Action makes a positive difference to families across the country every day. We believe it should make a positive difference to our staff too.

We're delighted to be recruiting a Service Manager for our supervised contact service to lead on the transformation work. The service is delivered in the Strategic Partnership with Stockton – On – Tees Borough Council and as part of transformation programme, we are committed to improving support to families across the borough.

Your impact

Collaborating with key stakeholders and through strategic partnership you will lead on the service development and lead the team and service through the transformation process, focusing at improving outcomes for children and families. You will evidence and celebrate successes of innovative approaches implemented and support the team with their ongoing professional development.

Your skills

To join us as Service Manager you will have excellent project management and be a values driven leader You'll be an effective communicator who excels at building trusting and empowering



professional relationships with diverse stakeholders, and be able to embed and drive coproduction approaches in the service. You will be a skilled and experienced manager with good understanding of the supervised contact environment and relevant legislations, who is dedicated to improving the lives and opportunities of users. You will have excellent skills and experience in evaluation of the provision and delivering on contractual requirements.

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 a generous pension scheme and leave entitlements, eye care vouchers, a cycle to work scheme and other great benefits. All roles in Family Action are open to a discussion about possible flexible working options, subject to business needs, and all new starters will have the right to make a flexible working request from day one of employment. 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 application pack and further information please visit:

www.family-action.org.uk/get-involved/work-us/current-vacancies/

Please email completed applications to: completed.application17@family-action.org.uk

Closing date: Monday 11th July 2022 at 9:00am

Interview date: w/c 18th July 2022

Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

ID: 448