

Job title: Service Manager

We are seeking a driven and committed professional to lead our Medway Family Time Service as Service Manager, working in partnership with Medway Council, recently graded a 'Good' Children's Services authority by Ofsted.

Salary & benefits: £36,477, raising to £40,699 FTE per annum

For the Service Manager role, we also offer:

- An annual paid leave entitlement of 30 working days plus bank holidays;
- Up to 6% matched-pension contributions;
- Enhanced paid sick leave;
- Enhanced paid family leave provisions;
- Eye care and winter flu jabs vouchers,
- Cycle to work scheme,
- Investing in your professional development with ongoing quality training and career development opportunities.

Location: Medway Family Time, Sunlight Centre, Gillingham

Hours: This role is full-time (37 hours per week), but we are open to discussing a job share.

We offer flexible working arrangements. All new starters have the right to make flexible working requests from day one of employment. Contact details are below if you wish to discuss this prior to application.

Type of contract: Permanent

Your impact (for details check the job description and person specification):

You will be working closely with the Medway Social Care Team and commissioners to provide and develop a safe, happy and positive experience for families, children and young people who have been referred to the service. You will build, develop and manage a team that is child and young people focused and that will provide a safe and welcoming environment where families are able to build trusting relationships and where appropriate, receive support, advice and guidance.

Main requirements (for details check the job description and person specification):

- You will have experience of managing a team of practitioners, supporting them within the context of environments that require careful risk assessment in order to keep everyone safe. A clear understanding and knowledge of safeguarding process and procedures is key and experience of working in the court arena is an advantage.
- You will be a team player, enthusiastic about the opportunity to build a new team and build and develop a Medway Family Time Service in coproduction with key partners including service users. You will enjoy working collaboratively, seeking support and ideas from other managers of similar services managed by Family Action.
- You will have experience of working with families where there is conflict and be skilled in managing difficult conversations while building trust and respect.
- You will be an excellent communicator, both verbally and written. You will be used to multi-agency work and be confident in the screening of reports to be used by the Courts.

Our commitment to Equality, Diversity and Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

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.

Who we are

Family Action is a registered charity, building stronger families since 1869. 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 transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

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**.

Next steps:

- **To apply:** fill out our online [Application Form](#)
- **To learn more about Family Action:** check out our [Recruitment Pack](#)
- **To learn more about Family Action's terms & conditions:** check out the [Summary Terms & Conditions of Employment](#)
- **To help us fulfill our commitment to encouraging diversity and promoting equal opportunities:** fill out our anonymous [Equality & Diversity Monitoring Information survey](#)

Closing date: Thursday, 19th of October 2023 at 23:00

For direct queries with the recruiting manager or if you would like to discuss any aspect of the selection process, please email: Amy.Brooke@family-action.org.uk or Ann.Furminger@family-action.org.uk

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

ID: 963