



## JOB DESCRIPTION

<b>Job title:</b>	Operational Manager
<b>Service:</b>	Change4Life Services
<b>Salary:</b>	Grade 4 Point 34 – 38 (with Inner London Weighting)
<b>Hours:</b>	37 hours per week
<b>Location:</b>	Kensington and Chelsea and Westminster
<b>Responsible to:</b>	Deputy Director for Services and Innovation London Region

### Introduction to Portfolio of Services:

Our Change4Life Service, across Kensington and Chelsea and Westminster, is a holistic health promotion and community based approach to improve the physical and emotional health and wellbeing of children and their families. Focusing on national and local public health priorities including: oral health, healthy eating, emotional wellbeing and physical activity, it forms part of a wider, whole system plan which recognizes the importance of early intervention when addressing the determinants of poor physical and emotional health and wellbeing. The service began in July 2020 and is responsive and flexible to changing local needs.

Along with our subcontracted partners Health Education Partnership and London Sports Trust, we deliver three key strands of work:

- Change4Life services that support children, young people and families most at risk of poor health outcomes to eat well and keep active;
- Change4Life themed training and capacity building support for organizations and businesses;
- Change4Life themed neighbourhood projects.

### Introduction to Role:

This is an operational management role within Family Action providing direct management and leadership to our Change4Life services. The post holder will demonstrate a strong commitment to delivering high quality, outcome focused services that evidence positive and measureable impact on children, young people and their families. This role will contribute to the delivery of the organization's strategic aims to ensure Family Action is Stronger than Ever.

### Key tasks and responsibilities:

#### Service Delivery

1. Lead on the direct management and oversight of the day to day delivery of the Change4Life services. This includes:

- Family coaching provision and Change4Life clubs for expectant parents right through to children and young people up to 19 (25 where CYP have special educational needs or disabilities)
- Training and capacity building of voluntary and statutory organizations.

2. Co-produce all service delivery elements with key stakeholders especially including families within those local communities.



3. Continually look for innovative, higher quality and more effective ways of addressing health inequalities; being flexible and responsive to the changing needs of communities and service users.

### **People Management**

4. Ensure staff are motivated, appropriately inducted, managed, supported, supervised, appraised and trained to deliver quality interventions that promote successful and measurable outcomes for service users.

5. Provide proactive, excellent people management to a staff team of 12 (and line management responsibility for 4 staff), including overseeing staff wellbeing, training and development, addressing conduct and performance issues in consultation with HR and utilizing Family Action's policies and procedures.

6. Recruit staff with the necessary qualifications, practice experience, skills, values and attitudes to ensure successful delivery of the Change4Life services, in line with Family Action's Safer Recruitment Policy.

### **Outcomes and Quality Management**

7. Ensure that the Change4Life service impacts positively on a number of Public Health Outcomes including: reducing childhood obesity, improving nutrition/healthy eating, supporting families to be physically active, improving good child development and how ready children are for school, improving oral health and improving emotional wellbeing.

8. Ensure all case work is recorded to a high standard and evidence based measurement tools, capturing families' starting points, are completed. Along with Business Support function utilize and continually develop data and evaluation systems to produce high quality and detailed Impact / Outcome reports.

9. Continually enhance safeguarding work through robust quality and risk oversight and through liaison with the Deputy Director of London and Deputy Director of Quality and Safeguarding. Ensure understanding and full compliance with Family Action Safeguarding Children and Vulnerable Adults policies, procedures and practice standards.

10. Proactively address risk related to poor performance which impacts on quality of service provided to families and the reputation of the service or the Local Authorities.

### **Business Management**

11. Prepare project budget and monitor monthly management accounts to ensure resources are effectively and appropriately distributed. Regularly report financial position to Deputy Director and highlight any emerging concerns.

12. Act as a 'key personnel' for the Change4Life contracts.

13. Manage sub-contracts of HEP and LST strands of the service and provide oversight to ensure compliance with KPI's through contracting meetings. In addition lead regular service meetings with key partners to ensure ongoing dialogue around service development and delivery.

### **Business Development and Partnerships**

14. To develop excellent working relationships with commissioners, funders, key voluntary and statutory organizations in the area and to contribute to local strategic forums and local strategic initiatives.

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15. Actively participate in borough wide forums and steering groups for health, social care and voluntary organizations.

16. Proactively promote the work of Family Action to increase professional and public awareness of its work and increase business opportunities.

17. Alongside Deputy Director of London, Business Development and Fundraising Teams, contribute to the development of funding opportunities.

18. Develop the use of the organisations values and behaviours to promote an entrepreneurial culture and contribute to the development of new ideas.

19. Alongside Deputy Director of London and other Operational Managers, contribute towards the Family Action London Strategy.

### **Co-production and volunteering**

20. Be an advocate for service user participation and increase the opportunities for service users to influence and shape the way services are designed, developed and delivered.

21. Review and shape the service provision based on thorough and professional analysis. Proactively respond to changing community health and wellbeing needs and priorities.

### **Other duties**

22. Undertake HR and complaint investigations as required and in line with their level within the organisation. In addition act as Chair of HR process meetings as required.

23. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

24. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

25. To work flexibly as may be required by the needs of the service.

26. Take responsibility for learning needs and personal development and participation actively in Family Action's supervision and appraisal processes, being responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement.

## Person Specification

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	A recognised professional qualification in Health (ideally Health Promotion), Social Work/Care or equivalent, or educated to at least Degree level in a relevant field. Evidence of a commitment to continuing learning and professional development; including knowledge and understanding of systemic and holistic approaches to Health Promotion.	✓	
<b>Experience</b>			
2.	Experience of managing support services that improve health and wellbeing outcomes for children, young people and their families. Including utilizing a range of evidence based health improvement initiatives that incorporate Public Health key messages.	✓	
3.	Experience of delivering quality assurance improvement work and ability to critically analyse and evaluate all elements of service performance in relation to findings and translate findings into service level improvement plans, then deliver and monitor progress robustly.	✓	
4.	Experience of excellent people management and skills including: effective and quality staff recruitment, delivering high quality and outcome focused supervision; appraising of staff; effective oversight of staff welfare and wellbeing; confidence and success in addressing conduct and performance issues in consultation with HR.	✓	
5.	Experience in providing high quality, detailed, monitoring/evaluation and impact performance data and utilizing this data provide responsive and flexible services according to need whilst retaining contract compliance.	✓	
6.	Experience of setting, managing and monitoring budgets and taking lead responsibility for resources.		✓
<b>Knowledge &amp; Skills</b>			
7.	Excellent knowledge of Public Health approaches to wider social determinants of health and knowledge of locality/demographics/health needs of Kensington and Chelsea and Westminster.	✓	
8.	Excellent knowledge and experience of risk management and managing services' compliance with children's safeguarding legislation, pan-London Child Protection and Working Together to Safeguard Children procedures, best practice and minimum standards.	✓	
9.	A strong track-record of excellent written communication and presentation skills with an ability to translate insights to create and/or enhance services models for CYP and families that reduce inequalities.	✓	
10.	.Ability to contribute to the overall growth aims of Family Action, by networking and developing relationships which create business opportunities.	✓	
11.	Ability to demonstrate passion and vision for working in innovative ways to promote children and young people's health and wellbeing.	✓	
12.	Ability to develop effective relationships with commissioners and funders and other stakeholders, inspiring trust and confidence through high quality service performance, leading to sustainability of Family Action services.	✓	
<b>Values</b>			

13.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
14.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
15.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.		✓