



ID: 1111 **Service Locality Manager** - South Holland and South Kesteven
Behaviour and Outreach Support Service (BOSS)

Salary: starting at £36,477 FTE per annum, raising to £39,695 FTE per annum
Grade 4 (upper) point 29-32

Location: Grantham, NG31

Hours: 37 hours per week (full-time) / term time only (40 weeks per year)

Contract: Permanent

Family Action & the Role's Impact:

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.

Are you an innovative, self-motivated team player who is passionate about promoting inclusive practices in schools? Are you solution focused and passionate about making a difference in everything you do? Do have experience of managing a team of caseworkers; building and sustaining professional relationships and providing high quality services to schools and families? If so, we want to hear from you!

The Service Locality Manager, will lead on the day- to-day delivery of the BOSS service in South Holland and South Kesteven, be responsible for providing effective management and leadership to a team of BOSS workers; be accountable for ensuring high quality standards are achieved within the service and building and sustaining professional relationships with all stakeholders. The post holder will be required to work in partnership with the management team to further develop a comprehensive and integrated service for schools. As well as working closely with schools and Local Authority partners to develop relationships, in order to reduce the risk of suspensions and exclusion in schools.

Main Responsibilities:

- You will provide line management and leadership to a team of 8 BOSS workers, motivating and inspiring a "one team" approach to service delivery across the county.
- You will prioritise and ensure effective deployment of BOSS case workers to ensure pupils and schools receive a timely service.
- You will ensure robust case management systems are in place that measure risk, progress, impact, outcomes and capacity.
- You will work with the management team to develop new workstreams and build strategic relationships with schools, partners and commissioners.
- You will actively contribute to the Inclusive Lincolnshire Strategy to promote inclusion and reduce permanent exclusions in Lincolnshire.



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

- You will bring your experience of working in services which deliver positive outcomes for children and families, experience of promoting trauma informed and relational practice in schools is advantageous.
- You will have a proven ability to manage, supervise and appraise a team of staff, including effective management of performance and sickness absence.
- You will be able to work independently and as part of a team, and critically analyse the performance of individuals and teams, making professional, evidenced based decisions and recommendations that improve practice, service delivery and service performance.
- You will have a good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- Ability to organise workload, meet competing priorities and flexibility to adapt to changing work schedules.
- Ability to build positive relationships, communicate effectively, and work collaboratively with schools, Local Authority Partners, diverse stakeholders and teams.
- Commitment to equal opportunities, diversity and equality.
- Ability to align with and support Family Action's mission and values.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- up to 6% matched-pension contributions.
- flexible working arrangements and new starters have the right to make flexible working requests from day one of employment.
- enhanced paid sick leave and 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.

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**

To Apply:

- **Complete:** the [Application Form](#) and send to: completed.application5@family-action.org.uk
- **Closing Date :** Thursday 21st March at 5pm
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email **Helen Terrington**, Operational Manager: helen.terrington@family-action.org.uk



Our commitment to Equality, Diversity & 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.