



**ID: 1782**      Operational Manager, Northeast

**Service:**      Stockton on Tees Family Time, Stockton Family Outreach & Volunteer service and South Tees Perinatal service

**Salary:** Grade 4 Point 34-38: £42,562 – £46,703 FTE (£34,049.60 – £37,362.40 per annum, pro rata for 29.6 hours per week)

-      Additionally, £480 home-based allowance FTE per annum

**Location:** Home based

**Hours:** Part-time (up to 29.6 hours per week)

We offer flexible working arrangements – please see below for more details.

**Contract:** Permanent

### **Family Action & the Role's Impact:**

At Family Action we support people through change, challenge or crisis. It's what we've done for over 150 years. We protect children, support young people and adults and offer direct, practical help to families and communities.

We see first-hand the power of family to shape lives, for better or worse, so we speak up for the importance of family in national and local policymaking, amplify family voices and represent the changing needs of families in the UK today.

This is an exciting opportunity to lead the operational delivery of services across Stockton on Tees and South Tees (Redcar & Middlesbrough) area. The Operational Manager will provide strategic and operational management to our services in the Northeast and line management of 2 – 3 service managers.

Stockton services are delivered under our successful strategic partnership with Stockton Borough Council. This unique partnership was formed nearly 5 years ago with the aim of transforming service provision using a collaborative approach to service development and innovation. Our South Tees Perinatal service operates over Redcar and Middlesbrough and are just entering a 3 year extension to our current contract.

### **Main Responsibilities:**

- Provide leadership, management and supervision to operational services that provide Family Time sessions, Family Outreach support and Volunteering support, plus perinatal support to families.
- Ensure that services are delivered to a good quality standard in relation to practice and performance and that services can demonstrate their impact using evidence based outcomes tools.



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

- Experience of providing effective management, leadership and safeguarding oversight of case work and group work based support services, which overall improve the lives of service users.
- Experience of setting up and/or managing innovative projects.
- Strong interpersonal skills, with the confidence and ability to present and communicate information effectively both in person and using a range of mediums to internal and external stakeholders, including children and young people, parents and carers, and funders.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service –Enhanced

### **Benefits:**

- an annual paid leave entitlement that commences at 25 working days, rising each April by one day, subject to a maximum of 30 working days plus bank holiday pro rata
- 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:**

- **Click the “Apply Now” link below and fill out our digital application form**
- **Closing Date:** Sunday 10<sup>th</sup> May 2026 at 23:59

Interviews are scheduled to take place on: 20<sup>th</sup> May 2026

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: [claire.meek@family-action.org.uk](mailto:claire.meek@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. Intersectionality is important to us and



we particularly welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates 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.

All candidates with a disability are welcome to apply under the Disability Confident Scheme and request priority consideration for an interview, provided they meet the essential criteria for the role.

To help remove financial barriers to working with us, we will reimburse reasonable travel costs if you are invited to attend an interview in person.

\*Ordinarily Family Action appoints new starters at the starting point of the salary scale (with subsequent annual pay progression), unless you have experience that would justify appointment further up the salary scale or there are any other exceptional reasons.