



ID: 1853 Service Manager

Service: Cumberland Young Carers and Parent Carer Support Service

Hours: 29.6 hours – Part time

Location: Family Hubs around Cumberland

Salary: £37,211 - £41,518 FTE per annum + £2,000 additional allowance FTE (£29,768.80 - £33,214.40 + £1,600 additional allowance per annum for part-time, 29.6 hours per week)

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.

Family Action offer support for carers – along with their families – living in Cumberland. We aim to provide support for young carers (aged 18 and below) and parent carers (a parent or other primary caregiver who provides ongoing, substantial support and care to a child or young person with additional needs).

Using a whole family approach, the service is designed to ensure that young carers and parent carers are identified well, given the support they need – when they need it – and are enabled to thrive.

The successful applicant will manage and lead the work of Cumberland Young Carer and Parent Carer Service. You will ensure that the services are delivered in accordance with the service level agreements and grant funding requirements. As Service Manager, you will ensure all policy and practice issues are maintained to the highest standards.

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

- Qualified to a level 5 or above with a recognised professional qualification in social work, health, education or equivalent and have excellent communication skills.
- You will need proven supervisory and experience or competence of managing others, as well as experience of management of resources including finance, planning and evaluation at a project level.



- You will also understand practice standards in relation to case work and understand the importance of quality assurance activity.
- A sound knowledge of the needs of young carers and parent carers.
- Excellent communication skills.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

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 holidays
- 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: 9am Monday 7th September 2026**

Interviews are provisionally scheduled to take place the week commencing **14th September**.

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: kirsty.treen@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. We



offer a guaranteed interview scheme for disabled applicants who meet the minimum criteria for the role, and will reimburse your travel cost if you attend an interview.

*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.