ID: 1891 **Practice Manager** PAC-UK

Salary: £37,211 - £41,518 FTE (Pro-rata for part-time hours - £22,326 - £24,910)

Location: Hybird working with regular travel to Liverpool and Greater Manchester

Hours: 22.2 hours per week (Part-time)

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.

PAC-UK is seeking an experienced and motivated Practice Manager to lead services delivering adoption support services to Adopted Adults, Birth Families and Adopted Young People.

This is an exciting opportunity to play a key role in shaping and developing services for adopted adults, birth parents, birth relatives and individuals affected by adoption and family separation. You will provide professional leadership and management across a portfolio of commissioned services, ensuring high quality, trauma-informed support that changes lives.

Working as part of a dynamic management team, you will oversee service delivery, support practitioners to work with complex and sensitive situations, and help ensure services remain responsive and innovative.

Main Responsibilities:

- Providing professional supervision, consultation and support to practitioners.
- Leading and developing a skilled multidisciplinary team.
- Supporting staff to work confidently with complex issues including trauma, loss, grief, identity, family separation and reunification.

Registered as a Charity in England & Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.
Registered Company Limited by Guarantee in England and Wales no: 01068186.
Patron: HRH The Princess of Wales. Chair: Ian Hargrave. Chief Executive: Sir David Holmes CBE.
Vice Patrons: Christine Davies CBE, Dr Andrew McCulloch, Dame Denise Platt DBE, Katie Vanneck-Smith, Professor Harriet Ward CBE.

- Overseeing referrals, assessments, allocations and waiting lists.
- Monitoring performance against contractual outcomes and KPIs.
- Ensuring high standards of safeguarding practice and risk management.
- Maintaining oversight of Access to Records and intermediary services.
- Leading audits, quality assurance activity and service improvement initiatives.
- Building strong relationships with commissioners, local authorities, Regional Adoption Agencies and partner organisations.
- Contributing to the strategic development of PAC-UK's adoption and birth family support services.

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

We are looking for someone who combines strong social work knowledge with excellent leadership and service management skills.

You will have:

- A recognised Social Work qualification and registration with Social Work England.
- Extensive knowledge of the lifelong impact of adoption and family separation.
- Experience of post-adoption support, permanency services or related practice.
- Knowledge of adoption legislation, access to records and intermediary services.
- Experience of supervising and developing staff.
- Strong operational and service management experience.
- The ability to manage competing priorities and deliver against contractual requirements.
- Excellent communication, analytical and report-writing skills.
- A commitment to trauma-informed, relationship-based and anti-discriminatory practice.

Benefits:

- an annual paid leave entitlement that commences at 25 working days FTE, and after 1st April 2027, rises to 30 working days FTE plus bank holidays / of 30 working days FTE plus bank holidays
- up to 6% matched-pension contributions
- 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'** link below and fill out our digital application form
- **Closing Date:** 29th November 2026 at 23:59

For any queries, or if you would like to discuss any aspect of the selection process or the potential for flexible working, please email: Jacqui.dowling@pac-uk.org Operational Manager.

All appointments with Family Action are subject to satisfactory Safer Recruitment checks.

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

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 welcome applications from ethnically diverse communities, LGBTQIA+ candidates and disabled candidates**.** We are committed to increasing the representation of these groups at Family Action because we know that greater diversity will lead to even greater results for families and children and we 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.

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