ID: 1930 **Deputy Service Manager**

Service: **Change4Life Service, London**

Salary:

- Starting at £32,365 bottom end FTE per annum, rising to £36,158 top end (£25,892.00 - £28,926.40 per annum, pro rata)
- Plus £3,866 Inner London Weighting FTE per annum

Location: Kensington and Chelsea and Westminster (W10)
Hybrid working:

- 3 days office/ community based
- 1 day work from home

Hours: 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.

The Change4Life Service takes a preventative, community-based and whole systems approach to improving children's health and wellbeing. Working in partnership with local authorities, schools, health services and community organisations, we support children, young people and families to make sustainable lifestyle changes that improve healthy weight, emotional wellbeing and overall health outcomes.

This is an exciting opportunity to play a central role in tackling health inequalities and supporting families to lead healthier lives through a combination of targeted family coaching and large-scale community health promotion programmes.

We are looking for an experienced and motivated Deputy Service Manager to help lead this innovative service across Kensington & Chelsea and Westminster.

Main Responsibilities

- Support the service manager in the day-to-day operational management and delivery of Change4Life services across Kensington & Chelsea and Westminster, with a particular focus on our children's health and wellbeing club's programme.
- Coordinate a busy programme of activities for children, young people and families, ensuring services are well-planned, engaging, safe and achieve their intended outcomes.
- Support the delivery and performance of the Tier 2 Healthy Weight Management Service, including family coaching and health improvement interventions.
- Lead on performance monitoring, quality assurance and continuous improvement, using data, observations and feedback to drive excellent outcomes.
- Provide leadership, supervision and support to staff, creating a positive and high-performing team culture.
- Build strong partnerships with schools, community organisations, health professionals and commissioners to maximise reach and impact.
- Promote safeguarding, compliance and best practice across all areas of service delivery.
- Maintain a visible presence within frontline services, providing hands-on support and modelling high-quality practice when required.

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

- A degree or recognised professional qualification in health promotion, public health, social work, youth work, community development, education, health or a related field
- Experience of managing services that improve health and wellbeing outcomes for children, young people and families, including healthy weight management, health improvement or behaviour change services
- Experience of leading group-based programmes, clubs or interventions for children and young people, and coordinating delivery across multiple venues, age groups and workstreams at the same time
- Experience of managing staff, including supervision, performance management, wellbeing and development, with the ability to motivate and develop a high-performing team
- Experience of working with commissioners, schools, health partners and community organisations, and of planning promotional activity to increase reach and participation
- A strong understanding of health inequalities, public health approaches and child development from early years to adolescence
- Knowledge of safeguarding legislation and *Working Together to Safeguard Children* guidance
- Excellent organisational and programme management skills, with the ability to identify risks and put effective solutions in place
- Strong written, verbal and presentation skills, including producing detailed reports and performance information
- Ability to use performance data, outcomes and feedback to drive improvement
- Ability to step into frontline delivery when required and model best practice
- Commitment to Family Action's values and to equality, diversity and inclusion
- Willingness to work flexibly to meet the needs of the service
- An Enhanced DBS check (Children's) is required for this role

Benefits:

- an annual paid leave entitlement that commences at 25 working days FTE, and after April 2027, rises to 30 working days FTE plus bank holidays pro rata
- 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: Tuesday 1st December at 11:59pm. Please note that we may close the vacancy early if we receive sufficient applications, so we encourage you to apply as soon as possible to avoid disappointment.

Interviews are scheduled to take place Tuesday 15th December 2026, with slots throughout the working day and early/late slots available.

For direct queries or if you would like to discuss any aspect of the selection process or flexible working requests, please email: deeba.khan@family-action.org.uk

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

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. 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 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 London based 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.