JOB DESCRIPTION

Job title: Deputy Service Manager

Service: Change4Life Service

Salary: Grade 3 Point 24-28

Hours: 29.6 hours per week (part-time)

Location: Kensington, Chelsea and Westminster (with Inner London weighting)

Responsible to: Service Manager Change4Life

Job Summary:

To support the operational management and delivery of the Change4Life service across Kensington & Chelsea and Westminster, ensuring high-quality, safe and effective services that improve the health and wellbeing of children, young people and families.

The postholder will take lead responsibility for the planning, coordination, performance management and quality assurance of the service's universal and targeted group programme, including children's clubs, family activities and holiday provision, whilst supporting the effective delivery of the Tier 2 Healthy Weight Management Service.

The postholder will provide day-to-day leadership to staff, ensure contractual KPIs are achieved, oversee safeguarding and quality standards, utilise data and feedback to drive continuous improvement and maintain strong relationships with families, commissioners and partner organisations.

Key tasks and responsibilities:

Operational Service Delivery

- Lead on the delivery of evidence-based and engaging health promotion clubs and family coaching for children, young people and their families promoting key public health messages supporting families to eat more healthily, be more physically active, improving oral health and caring for emotional wellbeing.
- Support the Service Manager in the day-to-day management of the Change4Life service
- Lead the operational planning and delivery of the service's programme of clubs and group-based activities across Kensington and Chelsea
- Co-ordinate delivery schedules to ensure successful implementation of group programmes for the following age ranges: 0-1 yrs, 1-4 yrs, 5-11 yrs and 12-18 yrs (up to 25 yrs with SEND)
- Ensure sufficient staffing, venues, equipment and resources are in place to support delivery

- Monitor participation, attendance, completion and outcome targets and take corrective action where required
- Ensure delivery remains responsive to local need whilst maintaining contractual requirements
- Support operational oversight of the Tier 2 Healthy Weight Management service, including family coaching and health improvement interventions.

Programme Management and Performance

- Lead on achieving group delivery KPIs and contribution to wider contract performance targets
- Analyse attendance, reach, engagement and outcome date to monitor performance
- Produce high-quality reports, dashboard and performance information for internal and external stakeholders
- Identify trends, risks and opportunities and implement improvement actions
- Support service planning and development based on performance evidence and community need

Quality Assurance and Continuous Improvement

- Develop and maintain robust quality assurance processes across all group delivery
- Undertake regular observations of clubs, activities and intervention
- Complete audits, practice reviews and quality monitoring activities
- Provide constructive feedback and coaching to the staff team
- Develop and implement service improvement plans
- Promote evidence-based practice and innovation across the service

Staff Management

- Provide high-quality supervision, support and performance management for designated staff
- Lead recruitment, induction and development of staff and volunteers as required
- Promote staff wellbeing and positive team culture
- Support management of conduct, capability and attendance issues in line with organisational procedures
- Ensure staff understand and achieve service standards and performance expectations

Engagement, Promotion and Partnership Working

- Oversee promotion and marketing of clubs and activities to maximise participation
- Support management of social media, web-based and community based promotional activity
- Build positive relationships with schools, early years settings, community organisations, health partners and local stakeholders

- Support engagement with commissioners and funders
- Ensure services are co-produced wherever possible with children, young people and their families

Safeguarding, Risk and Compliance

- Actively promote safeguarding and welfare of children and young people
- Ensure services operate in line with safeguarding legislation, organisational policy and local procedures
- Oversee risk assessments and health and safety arrangements for activities and venues
- Ensure compliance with data protection, information governance and quality standards

Direct Delivery

- Maintain awareness of frontline delivery through regular observation and participation
- Deliver individual, family or group interventions where service needs require
- Provide leadership through modelling best practice

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Person Specification

Requirements		Essential	Desirable
Education, Qualifications & Background			
1	Degree or recognised professional qualification in Health Promotion, Public Health, Social Work, Youth Work, Community Development, Education, Health or related field.	✓	
2	Training in leadership, management, safeguarding or quality improvement		✓
Experience			
3	Experience of managing services that improve health and wellbeing outcomes for children, young people and families	✓	
4	Experience leading group-based programmes, activities, interventions or clubs for children and young people	✓	
5	Experience coordinating delivery across multiple venues, age groups and workstreams simultaneously	✓	
6	Experience managing staff, including supervision, performance management, wellbeing and development	✓	
7	Experience of analysing performance data and implementing service improvements		✓
8	Experience planning promotional and engagement activities to increase reach and participation	✓	
9	Experience working with commissioners, schools, health partners and community organisations	✓	
10	Experience of healthy weight management, health improvement or behaviour change services	✓	
Knowledge & Skills			
11	Strong understanding of health inequalities and wider determinants of health	✓	
12	Knowledge of child development across early years, childhood and adolescence	✓	
13	Knowledge of public health approaches to improving health and wellbeing	✓	
14	Knowledge of safeguarding legislation and Working Together to Safeguard Children guidance	✓	
15	Excellent organisational and programme management skills	✓	
16	Ability to coordinate multiple delivery programmes, venues, staff and priorities simultaneously	✓	
17	Ability to use performance data, outcomes and feedback to drive improvements	✓	

18	Excellent written, verbal and presentation skills and ability to produce detailed reports and performance information	✓	
19	Ability to build effective relationships with internal and external stakeholders	✓	
20	Ability to motivate and develop high-performing teams	✓	
21	Ability to identify risks and implement effective solutions	✓	
22	Ability to step into frontline delivery when required and model best practice	✓	
23	Knowledge of Kensington and Chelsea and Westminster communities and local health needs		✓
Values			
24	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: • Being people focused • Reflecting a 'can do' approach • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services	✓	
25	Be committed to equal opportunities and uphold and comply with Family Action's Equality, Diversity & Inclusion policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition			
	Willing to work hours in a flexible way to meet the needs of the service.	✓	
	Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service – DBS Enhanced Childrens' DBS Level	✓	