

Kinship



Advice Service Manager

What you need to know about this role:

Job Title:	Advice Service Manager
Responsible to:	Associate Director of Advice, Training and Information
Contract:	Permanent
Location:	Home based (occasional travel to London) or London office-based (Vauxhall/Hybrid). Some travel across England and Wales.
Working Hours:	Full-time - 35 hours per week (flexible, working minimum of 28 hours/per week considered)
Salary:	£40,000 plus £3,323 London weighting if applicable (pro rata if part-time)
Closing date:	9am, Monday 8 July 2024
Interview 1:	24/25 July 2024 (2 hours, online)
Interview 2:	TBC

INFORMATION FOR APPLICANTS FOR THE POST OF Advice Service Manager

Thank you for your interest in the above role. This pack tells you more about Kinship, how we work, and details of the role and the people you will be working with. It also gives information on how to apply.

About Kinship:

Kinship is the leading kinship care charity in England and Wales. We offer kinship carers financial, legal, practical and emotional support and understanding from the moment they need it, for as long as they need it. Our expert advice, information and guidance helps with complicated and stressful decisions that so many kinship families have to make. We are always there to support them through challenging times and celebrate the good.

Kinship carers are strong and determined. Together, they are powerful. We help them build communities of support and action by connecting families locally and across England and Wales.

We are at the heart of kinship networks, partnering with and influencing service providers, local and national government and other organisations. We give everything we have to fight for each family and their rights, changing society until every kinship family is recognised, valued and supported.

Kinship care often begins in crisis. A child has parents who are unable to care for them, for whatever reason. It can be frightening, confusing and heart-breaking.

Instinctively, a loved one steps in – a grandparent, brother, sister, aunt, uncle or family friend. They are now a kinship carer, bringing up the children they love. There is often no chance to prepare. Plans may be pushed aside. Relationships, jobs and savings are frequently sacrificed.

It is life changing and challenging raising children who have been hurt or neglected, but kinship carers do it anyway because they put the children first.

We know how hard life can be for kinship carers, but we have seen the amazing things they are capable of, with someone by their side. With the right support, children raised in kinship families can flourish.

That is why we support, connect and campaign – to keep kinship families stronger by keeping them together.

About the role.

The Advice Service Manager is responsible for all advice team operations and developing the Kinship advice pathway.

You'll manage a team of 7 to deliver a consistent, high quality and effective service. You'll be responsible for developing and implementing systems and monitoring service quality and performance.

Continuously improving the service, embracing digital solutions and creating efficiencies and processes to drive performance, you'll increase our ability to provide more support to kinship carers across England and Wales.

You'll ensure that kinship carers are able to access the information and advice they need in an accessible and consistent way within a clear operational framework.

Key responsibilities:

Advice Line Operations:

- Deliver high quality, targeted and tailored advice to kinship carers in England and Wales.
- Develop a service framework that delivers a consistent service within clear timeframes.
- Set out clear expectations for enquiry response across all channels.
- Manage daily advice line operations, including work on cases, data and continuous improvement.
- Ensure that all organisational and service policies and procedures are followed and reviewed regularly including safeguarding, data protection and equal opportunities.
- Step in as needed to provide advice to clients, for example, to cover periods of high demand or unplanned absences.
- Ensure systems and processes for the team are robust, accessible and kept up to date across case recording, data, statistics, quality control and project management.
- Initiate suggestions for service improvements, efficiency, or expansions.

Safeguarding:

- Act as deputy designated safeguarding officer (DDSO) providing clear advice on actions needed when safeguarding concerns are raised.
- Ensure safeguarding is a core expectation across the team and everyone is aware and pro-active in responding to disclosures appropriately.
- Build a culture of safeguarding including updating team training regularly and holding regular team discussions to build confidence and share learning and best practice.
- Ensure all the team are DBS checked and receive relevant safeguarding and other mandatory training.

Effective team management:

- Develop and manage a high performing team.
- Provide clarity and support through transformational change and ongoing service improvement.
- Develop the team to an agreed level of service, ensuring targets and funders requirements are met and required resources are in place.
- Develop approaches that actively support and promote wellbeing across the team.
- Create a positive, solution-focused and forward-thinking team culture.

Supervision, Training and Performance:

- Set clear objectives and performance expectations.
- Provide regular support including (but not limited to): weekly check-ins, six weekly formal supervision and performance management, individualised development and mentorship, and ongoing support as needed.
- Coach direct reports to help them achieve their full potential, supporting growth and development.

- Provide regular and constructive feedback on performance across the team dealing with underperformance and issues with behaviour or attitude quickly in a way that supports development.
- Develop, maintain, and update protocols related to supervision of Advice team addressing learning and development needs as required.
- Ensure robust recruitment and induction processes.

Quality assurance and impact evaluation:

- Develop a service quality framework with internal and external targets in line with the Advice Quality Mark that Kinship holds.
- Monitor and maintain high quality advice through case reviews, performance and quality reviews/analysis and implement any action where quality issues arise.
- Facilitate, welcome and record feedback about the service, including complaints and adhere to the organisation's complaints procedure.

Data:

- Ensure consistent data capture across the service including through Salesforce and call recording.
- Work with Salesforce team to develop appropriate functionality for data collection to support reporting requirements.
- Be accountable for the case management system and enable evaluation of service impact.
- Be a Salesforce champion – supporting the team to fully utilise.
- Contribute advice and information insight and data reporting on local and national trends to support programming, research and influencing activities.
- Produce monthly and quarterly reports, monitoring and evaluating performance against key performance indicators and funding requirements.

Insight, improvement and innovation:

- Embrace digital service delivery, embedding a user-centered approach to delivery and improvement of the service.
- Use data and evidence to continually improve delivery across multi-channels (web, online chat, Zoom or similar, telephone and social media).
- Optimise service delivery tools, including a web enquiry form, webchat, call handling and Salesforce.
- Test new service channels using an agile approach and ensuring good technical competence and ongoing development to upskill users.

Collaboration:

- Work collaboratively to ensure kinship carers receive high quality advice and information based on user need including regular online advice surgeries.
- Support team 'subject experts' to contribute their expertise across Kinship as required.
- Work with external agencies, consultants and internal colleagues on service improvement across Kinship Compass and all advice channels.
- Work with the Database Team and Digital Team to embed Salesforce and digital innovation into the Advice Service.
- Work collaboratively with the Communications and Programmes teams to extend reach with diverse communities of kinship carers.

Other management responsibilities:

- Support the development of high-quality funding proposals to maintain and improve the service.
- Ensure that the service complies with externally funded contracts and funding agreements.
- Role model Kinship values, embedding clear performance and behavioural expectations.
- Budget responsibility for the Advice Service.
- Responsibility for delivery of plans and reporting to the Executive team, trustees and funders as required.

Knowledge, abilities, skills and experience

Essential criteria:

- Substantial working knowledge of advice service delivery frameworks.
- Working knowledge of call handling and client record systems.
- Working knowledge of assessing the needs of individuals (e.g. social care, financial and legal) to provide appropriate advice and information.
- Substantial experience managing an advice service or similar, ideally in a health, social care or charitable organisation.
- A strong background in advice work with proven experience in an advice-giving role.
- Working experience of safeguarding practice and decision making.
- Experience of developing and updating operational frameworks and procedures to maintain consistent and high-quality services.
- Working experience of ensuring quality standards are understood and met.
- Experience of effective management and supervision of staff, projects and/or services.
- Experience of monitoring service performance, ensure that targets are met.
- Experience of budget management and delivering finance-related tasks to achieve budget compliance.
- Experience of giving both telephone and written advice.
- Experienced in using Microsoft Office applications including Word and Excel.
- Ability to provide supervision and effective performance management.
- Ability to support and nurture your team, supporting professional development and offering positive ways forward in difficult situations.
- Ability to navigate and deal with sensitive and challenging situations.
- Ability to work collaboratively and be confident to both draw on the expertise of colleagues and to share your own expertise.
- Ability to communicate effectively to both professional and non-professional audiences.
- Ability to make complex information accessible and understandable.
- Highly motivated, organised and skilled in handling a busy workload.
- Outcome driven and excellent at meeting deadlines and managing conflicting priorities.
- Confident in using digital tools to support the service, and an ability to learn new tools and interest in their development.
- Evidence of good judgment and knowing when to seek advice.

General attributes:

- Ability and willingness to travel across the UK to represent Kinship at meetings and events. Occasional travel to London office for team meetings.
- Commitment to the values, aims and objectives of Kinship.
- Ability to apply Equalities, Diversity and Inclusion Principles in all areas of work.
- Right to work in the UK.

Desirable experience:

- Lived experience of kinship care.
- In-depth subject knowledge on kinship care and issues affecting kinship carers.
- Experience using Salesforce within a service environment.
- Designated safeguarding officer experience or training

Key Behaviours

Personal attributes: <ul style="list-style-type: none">• Organised• Tenacious• Reliable• Calm under pressure	Behaviours: <ul style="list-style-type: none">• Solutions focus, can-do outlook• Positive attitude and approach• Collaborative• Delivers excellent service
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<ul style="list-style-type: none"> • Clear, straightforward communication • Resilient • Non-judgmental • Respectful • Empathetic, sensitive, tactful 	<ul style="list-style-type: none"> • Results-driven • Detail focus • Adaptability • Anticipate and work with initiative
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Key Contacts

<p>Internal:</p> <ul style="list-style-type: none"> • Advice team • Associate Director of Advice, Training and Information • Digital & Content Team • Training and Learning Lead • Training team • Internal depts, e.g. HR, Finance, Fundraising 	<p>External:</p> <ul style="list-style-type: none"> • Kinship carers • Local authorities • Advice UK • Helplines Partnership • Other voluntary organisations working with kinship carers
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Equality Diversity and Inclusion

Kinship is committed to championing equality, diversity and inclusion. We believe our work is greatly enhanced by the varied backgrounds, experiences and views represented within our teams. We aim to create inclusive teams, celebrate differences and encourage everyone to join us and be their true self at work. We therefore encourage applications from anyone who fits our values, whatever their religion or belief, sex, gender identity, race, age, sexuality or disability and are actively seeking candidates that can bring real innovation and commitment to us.

Candidate Application Information

Please refer to the Job Description for this role to check that you meet the criteria necessary for the job.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate they meet the essential skills and experience outlined.

Please tell us if there are any reasonable adjustments we can make to assist you in your application. If you have a disability, which you would like us to take into account, please tell us about this when you apply. Please also remember that you can request information in large print or in a different format.

How we select candidates

To adhere to our commitment to Equality, Diversity and Inclusion, Kinship uses Artificial Intelligence (AI) as part of an Applicant Tracking System (ATS) – BeApplied. This ensures personal characteristics, such as age, ability, ethnicity etc. are **not** available to the shortlisting panel. The BeApplied ATS system goes further by aiming to remove all socio-demographic details that might affect decision making. This is known as 'Anonymous Recruiting'.

You are invited to apply for this role [here](#). **Any applications arriving after the closing date will not be considered unless there are exceptional reasons.**

Kinship reserves the right to close a recruitment campaign early where we have received sufficient applications so early application is encouraged. If you would like further information about this role, please contact recruitment@kinship.org.uk.

How to apply

Please submit an updated CV that clearly reflects your experience so we can easily align to the essential criteria in the job pack. In addition, you'll need to respond to the following **five questions** via this BeApplied platform.

Your responses to the questions and the CV you provide will be reviewed anonymously.

Please note that reviewers **will see your CV and each of your question responses separately** and marking will be on the strength of each element individually. Reviewers will only view your whole application together after this marking process is complete.

Please write your responses so that's easy for reviewers to read and align to the essential criteria for this role. For example, you should consider using bullet points and paragraphs.

Please provide examples to evidence your experience. This is an opportunity for you to stand out in the recruitment process.

You will have 250 words per answer.

- [1.](#) Using examples of your work, give an overview of how your experience equips you to be an effective and dynamic advice service manager.
- [2.](#) Give examples of how you have used operational frameworks to deliver consistent and bounded advice services. If you have similar experience in another field please clearly demonstrate how that experience would transfer into this role.
- [3.](#) Describe how you have used call handling and client record systems in your work giving examples of how you have integrated the use of both within your practice.
- [4.](#) What makes you a great team manager? Give examples of how you have supported teams and individuals to flourish and when you have had to step in to address behaviour or performance issues.
- [5.](#) Give an example of service innovation you've led or been involved in. Outline your role and approach, how you involved users and the service improvements that were delivered as a result.

What it means to work at Kinship:

Our vision:

A society in which kinship carers and the children they care for are **recognised, valued** and **supported**.

Our mission:

To ensure that kinship carers and the children they care for get the **support** and **recognition** they need.

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Knowing what you do helps kinship families that really need support.

Staff at kinship are caring, passionate and positive. Colleagues are genuinely nice to work with and care about each other as well as the kinship families we support. We are always innovating to better support kinship carers. **(Staff member at Kinship)**

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We want to offer you the best place to work. Our people are really friendly and incredibly passionate about working alongside kinship carers.

We want you to feel proud to work here and if you join us, we'll do our best to make that happen.



Our Values:

Be bold

We fight for what's right with focus and determination

- Be driven by evidence and deliver quality
- Innovate bravely, fail fast and learn quickly
- Challenge constructively to move us forward



Be stronger together

We see the bigger picture of our work and value collaboration to drive impact

- Recognise and value the part everyone plays
- Bring different strengths and expertise together with purpose
- Ask whose voice and experience may be missing



Step up

We all take responsibility for changing lives and changing the system

- Actively seek and share knowledge
- Step in with ideas and solutions Ask for
- and give honest feedback



Put people first

We care about each other and create spaces where people feel they belong and can thrive

- Bring people together to share experiences and celebrate success
- Listen with curiosity not judgement
- Support with understanding and compassion



What we can offer you:



Community:

- Employee resource groups (including Equality, Diversity and Inclusion Working Group and Wellbeing Committee).
- Staff away days.
- Regular social activities online and in person.



Flexible working:

- We operate flexible working practices which include working from home, varying start and end times of the working day, compressed hours and variable contract hours through the year.



Family:

- Our policies include kinship care, compassionate, dependents, and bereavement leave that support the lives of employees who have additional commitments.
- We are proud that 20% of our current staff are kinship carers, and we are striving to lead the way as a 'Kinship Carer Friendly Employer'.



Health and Wellbeing:

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.
- Wellbeing Wednesdays
- Charity Worker Discount



Holidays:

- 30 days annual leave, plus bank holidays (1 April to 31 March).
- We close for three days between Christmas and New Year, which will be deducted from your annual leave allowance.



Pay and pension:

- You'll be eligible and auto-enrolled into a pension scheme - we use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.



Cycle to work programme:

- This scheme enables employees to get tax incentives from cycling to work.



Learning and development:

- A key part of our People Strategy is to continue to develop and enhance the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

Conditions of Employment:

Working hours:

The working week is currently 35 hours per week from Monday to Friday. These may be varied by agreement with your line manager. For some roles, there will be occasions when these hours are exceeded for example some weekend working or a requirement to attend evening meetings. In such circumstances and in agreement with your line manager you may take reasonable time off in lieu. Overtime is not paid.

Travel:

There may also be, on occasion, the need for overnight stay. Reasonable travel, subsistence and hotel expenses will be covered using the Charity's expenses procedures.

Pension scheme:

All staff will automatically be enrolled into a Group Personal Pension Scheme as part of our requirement to meet automatic enrolment legislation. According to the statutory requirements.

Probationary period:

All new employees will be required to undertake a period of probation for six months, in which time you will be expected to establish your suitability for the post.

Flexible working:

Kinship will consider applications for flexible working arrangements. Kinship will enable as many jobs to be open to job sharing as is operationally practicable.

Our recruitment process:

As a charity we want to hire the best people to support our vision and mission. People who are values led, high performing and really passionate about doing their best for kinship carers.

We will guarantee interviews to any candidates with experience of kinship care (either of being in kinship care or of being a kinship carer) who demonstrate that they meet the essential skills and experience outlined.

We welcome applications from people from all sections of the community, irrespective of race, colour, sex, gender identity, age, disability, sexual orientation, religion or belief.

Kinship is committed to attracting, developing and retaining a diverse workforce, with a broad range of backgrounds, experiences and perspectives, and we encourage applicants from those groups currently under-represented in our organisation and sector.

Standard clauses:

- This role will require satisfactory Disclosure and Barring Service (DBS) clearance.
- The post holder must at all times carry out their responsibilities with due regard to Kinship's Equal Opportunities Policy and Safeguarding Policy.
- Salesforce is our customer relationship management system (CRM) and all staff are expected to take accountability and responsibility for using it successfully as part of their day-to-day role to support the growth and impact of Kinship and better services for kinship carers.
- The post holder must accept responsibility for ensuring that the policies and procedures relating to Health and Safety in the workplace are adhered to at all times.
- The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- The post holder must carry out their responsibilities with due regard to the non-smoking environment of all Kinship offices.

Note: This job description is not exhaustive. Kinship reserves the right to add to or revise the job description at any time - the post holder may be required to undertake any other duties that fall within the nature of the roles and responsibilities as detailed in this document.

Any substantial or major changes will be negotiated with the post holder.

Kinship is the working name for Grandparents Plus, which is a company limited by guarantee registered in England and Wales under number 4454103 and registered as a charity under number

1093975