



JOB DESCRIPTION

JOB TITLE:	Deputy Service Lead
ACCOUNTABLE TO:	Service Lead and Operations Manager
BASE:	Across all Baked Bean Charity bases as required
SALARY:	£34,320 F/T (40 hours per week)
HOURS:	40 per week to be worked across the week Monday – Friday on site at our Battersea based head office. <u>Please consider this on application.</u>

ORGANISATION

The Baked Bean Charity provide a wide variety of services to adults and young people with learning disabilities. This includes a range of performing arts and skills based, educational day services as well as club nights and informative theatre for training professionals.

The Baked Bean Charity is a dynamic and growing organisation with our wellbeing opportunities including: drama and dance workshops, a Choir, DJ training, a range of social activities, life skills and health and fitness workshops. We provide high quality developmental workshops in all three art forms of drama, dance and singing to people with a wide range of disabilities, encouraging inclusion and integration. We also provide active sporting and health pursuits such as Zumba, Boxing and Healthy Eating and Cookery sessions.

The Baked Bean Charity promotes independence and supports all students to achieve and maintain as much independence as possible. This is a fundamental aspect to the work and ethos of The Baked Bean Charity. We believe in the ability and potential of each student.

ROLE SUMMARY

The Deputy Service Lead is responsible for coordinating key functions that support the day-to-day running of the Baked Bean Charity services. The role will work closely with the Service Lead and Operations Manager to ensure our service delivery, and the charity as a whole, is supported by exceptionally well organised, responsive and compliant administrative processes and procedures. The role also has responsibility for several core service and senior admin functions, including coordination of the transport service, student referrals and onboarding, staff recruitment and HR administration, and a range of other compliance related activities.

Working closely with students and their networks, external professionals, and colleagues across the organisation, the role helps ensure that services are not only diligently delivered, with robust record keeping and clear processes across the board, but that services remain responsive, continually evolving to support the charity, and staff within, to deliver excellent quality, person centred care for our students.

The Deputy Service Lead supports the development and improvement of systems, policies, and administrative processes across the service. This includes maintaining accurate records, supporting quality assurance and compliance requirements, coordinating meetings and documentation, and assisting with the implementation of new procedures and ways of working, plus overseeing other administrators within the team, ensuring productivity and efficient allocation of resources.

The role requires a proactive and organised approach, with the ability to manage multiple priorities, build positive working relationships, and respond effectively to operational challenges. The post holder will have experience in HR and through strong coordination, attention to detail, and commitment to high standards, will ensure that the service operates safely, efficiently, and in a way that supports positive outcomes for students, families, and staff.

The Baked Bean Charity Deputy Service Lead will also support our commitment to celebrate diversity, challenge inequality, and build an inclusive environment for every one of our service users and employees, so we can better represent and serve the people in our care. You will positively motivate and influence the Baked Bean Charity's working environment, culture and ways of working.

MAIN DUTIES OF THE ROLE

Operational Support

- Provide comprehensive administrative and operational support to the Service Lead and Operations Manager.
- Coordinate and oversee the smooth running of the day-to-day administrative functions of the service, ensuring efficient and effective operations and well followed procedures.
- Maintain effective systems, records and administrative processes.
- Coordinate meetings, prepare agendas, record accurate minutes and monitor the completion of agreed actions.
- Preparation of reports, operational information and service documentation as required.
- Contribute to the development, review and implementation of administrative systems and processes to improve efficiency and consistency.
- Support the review and implementation of new policies, processes and procedures, including design, documentation prep, successful rollout and adherence checking.

Transport Coordination

- Line manage the transport team, providing day-to-day leadership, support and guidance.
- Conduct and record regular supervision meetings and contribute to probation reviews and annual appraisals for members of the transport team as needed.
- Chair and record regular transport meetings with the transport team.
- Support staff development by identifying training needs and promoting good working practices.
- Make observations of the transport rounds on a regular basis to ensure quality service delivery.
- Coordinate the planning and delivery of student transport to ensure safe, reliable and efficient services.
- Monitor transport provision, responding to operational issues and implementing solutions where appropriate.
- Ensure transport arrangements meet individual student needs.
- Ensure transport records, schedules and associated documentation are maintained accurately and in line with organisational requirements.
- Monitor compliance with transport-related policies, procedures and health and safety requirements.
- Conduct inductions for new members of the transport team and organise and implement shadowing shifts as needed.
- Oversee the Transport Administrator and take responsibility for cascading workflow as appropriate.

- Act as the AM emergency contact for transport staff absence/ lateness and ensure subsequent organisation of cover/ round alterations. (TOIL/ flexi time to be taken for days this is utilised).

Referrals, Promotion and Student Onboarding

- Coordinate the administration and organisation of new referrals from initial enquiry through to admission.
- Lead the administrative onboarding process for new students, ensuring all required documentation, filing and information is completed.
- Liaise with families, professionals and internal colleagues to organise trial days and ensure excellent and person centred group allocations and a smooth transition into the service. Be the key contact throughout the onboarding process.
- Gain feedback from colleagues following new student trials and reallocate as needed.
- Conduct and record student data including comprehensive care planning, risk assessment and briefing of staff who will be working with new starters.
- Attending care plan meetings.
- Submit requests for new student funding to social services alongside compelling evidence of the benefit of Baked Beans services to student progress and development.
- Meet with new students to complete new student inductions / allocate appropriately, ensuring follow up.
- Ensure the setup of funding and finance options for all new starters including obtaining authorisation/ purchase orders from social workers/ purchasing teams.
- Conduct 3 month reviews for all new students, supporting any timetable changes as required.
- Work collaboratively with the Service Lead and all colleagues to remain updated on group capacity and development opportunities- providing formal reporting on this as needed.
- Problem solve group capacity issues creatively and with the student/s need/s at the heart of all decision making.
- Support the promotion of the service through enquiries, events and communications, as required. This will include representing the Charity at external promotional events.
- Keep organised records of interested parties and communicate with them periodically and in a timely fashion.

HR and General Administration

- Coordinate recruitment administration, including advertising vacancies, arranging interviews and preparing recruitment documentation such as detailed job descriptions.

- Manage pre-employment administration, including DBS checks, references, Right To Work checks and onboarding documentation including offer letters and contracts as appropriate.
- Coordinate induction and onboarding administration for new employees.
- Monitor probationary review processes and maintain associated records. Complete probation review paperwork including review of induction and mandatory training to ensure employee completion.
- Support managers with absence administration and maintain accurate leave records.
- Maintain confidential employee records in accordance with organisational policies and data protection requirements.
- Oversight of Bright HR platform and functions delivered through this platform (or other as allocated).
- Provide first-line administrative support relating to HR policies, procedures and workforce processes.
- Administering employee changes to contracts and updates.
- Support with appraisal paperwork and information gathering as needed.
- Liaison with external HR support providers as required.
- Recording and distributing meeting minutes and actions.

Compliance, Quality and Governance

- Monitor mandatory training compliance and maintain accurate training records.
- Source and book appropriate staff training as required.
- Improve and maintain document control systems to ensure policies, procedures and operational documents remain current and accessible.
- Coordinate the administration and recording of risk assessments.
- Support with Health and Safety checks and administration as required.
- Liaison with building managers regarding health and safety/ maintenance issues as needed.
- Support quality assurance activities, including maintaining accurate records and monitoring compliance with organisational procedures.
- Assist with the preparation of information and documentation for audits, inspections and service reviews.
- Support the implementation of new policies, systems and administrative processes across the service.
- Ensure administrative processes are carried out in accordance with organisational policies and regulatory requirements
- Ensure accurate minute taking and actions logging of senior level meetings, including Trustee meetings where required.
- Escalate significant operational, safeguarding or staffing issues as appropriate and contribute to their resolution.

General Responsibilities

- Deputising emergency contact duties during periods of Service Lead unavailability, including incident management and reporting. This will involve being trained as a Designated Safeguarding Lead, fire marshall, and first aider.
- Build and maintain positive working relationships with colleagues, student networks, professionals and external agencies.
- Handle sensitive and confidential information with professionalism and discretion. High degree of confidentiality required.
- Contribute to the continuous improvement of administrative and operational processes.
- Undertake any other duties commensurate with the level of the role, as reasonably requested by the Service Lead or Operations Manager.

The Deputy Service Lead must also:

- be familiar with and work within the organisation and the service's values, policies and procedures, maintaining records and reports accordingly.
- preserve and respect the dignity and privacy of our students and their families and observe confidentiality at all times.
- attend and participate in team meetings, supervisions, appraisals and training as requested.
- follow best practice guidance regarding Safeguarding and report any concerns immediately
- work flexibly and creatively to meet the needs of the users across the organisation. This may on occasion include working evenings.
- support our anti-discrimination policies and procedures and promote equality of opportunity at all times.
- undertake additional duties appropriate to the post and to support the organisation's wider goals by working flexibly across the organisation as determined by your manager.
- successfully complete the induction within 12 weeks of engagement.
- take additional responsibility for designated individuals.
- report any significant issues, notifiable events or concerns through line management channels

Other duties may include supporting students with personal care and medical support, following sufficient and thorough training - and supporting all Baked Bean Charity students as required. You may also be invited to support students on Baked Bean Charity respite holidays as appropriate.

Please note that this should not be considered an exhaustive list of all duties which may be encompassed by this role, however is intended to outline the main duties to be expected. These may change as the post and service develops. Should requested duties fall beyond the scope of this job description on a regular basis please bring to management in supervision.

PERSON SPECIFICATION

SKILLS/ EXPERIENCE	ESSENTIAL	DESIRABLE
Minimum of 3 years administration experience, including track record of involvement with HR functions and record keeping	x	
Ability to keep clear records and write reports	x	
Good at building a rapport with colleagues and trusted relationships	x	
Excellent telephone manner - and able to communicate information clearly with a variety of people	x	
Ability to identify areas of improvement and problem solve	x	
Excellent organisational and administration skills – ability to use Excel/ maintain spreadsheets and databases	x	
Experience in line management/ supervision	x	
Experience of working with multiple priorities, scheduling work and working to defined deadlines – strong time management abilities	x	
Experience of developing and maintaining highly personalised relationships and overseeing teams	x	
Excellent communication and collaboration skills to ensure effective work with operational teams	x	
Able to work with a high degree of confidentiality whilst being party to sensitive information on a regular basis	x	
Excellent written communication skills – high degree of accuracy	x	
Able to translate key information into suitable outcomes	x	
Ability to learn current systems quickly and experienced to advise on new ones as appropriate	x	
Familiarity with form creation/ document design using Google platforms, Canva or otherwise	x	
IT knowledge/ ability to trouble shoot basic tech or equipment issues - practical		x
Experience of using and maintaining HR or CRM systems/ platforms/ software		x
Experience of working in voluntary/ charitable sector		x

VALUES/ ATTITUDE	ESSENTIAL	DESIRABLE
Understanding of and commitment to The Baked Bean Charity's ethos, mission, and vision for the delivery of services	x	
Demonstrate a commitment to delivering a high-quality service, always striving for improvement	x	
Be person centred and committed to making a real difference	x	
Solution focused – calmly determined	x	
Knowledge of and commitment to diversity and inclusion with an ability work in culturally sensitive ways	x	
Willingness to undertake supervision and continual professional development and training	x	
Ability to remain calm and decision make/ work under pressure	x	
Ability to work independently	x	
Commitment to safeguarding and promoting the welfare of children and vulnerable adults	x	
Innovative, creative, flexible and enthusiastic	x	
Commitment to ensuring the success of the organisation and maintaining the reputation of the Baked Bean Charity	x	
Able to maintain personal and professional boundaries	x	
Highly driven, self-motivated and target focused	x	
Demonstrate a good understanding of issues surrounding our various communities. A strong interest in current affairs, politics and the social justice agenda		x