



JOB DESCRIPTION

Job Title: Hackney Service Delivery Manager		Updated Month/Year: September 2026
Directorate: Parent Services - Operations	Reports To Job Title: Senior Service Delivery Manager - London	Location: Hackney

Role Context:

NCT is the national charity for pregnancy, birth, infant feeding, and early parenthood, and each year we support over 250,000 parents on their unique journeys. We host thousands of community-based events across the UK including NCT Bumps & Babies, NCT Baby Cafés. Each year our volunteers, give more than 70,000 hours of outstanding community service.

We support parents to make informed decisions that feel right for them. We provide access to evidence-based information through our website, Parent Hub, and free Infant Feeding Support Line 365-days a year. Our charity has a proud history of creating transformative change in the lives of parents. We are a trusted voice, a reassuring presence and a strong advocate, campaigning on the issues that matter most.

Role Purpose:

NCT are delighted to be commissioned to deliver a programme of work including infant feeding peer support and Breast pump loan for families throughout the Hackney region. We are seeking a capable Service Delivery Manager who is passionate about supporting parents and infant feeding to lead on this project. This role will be responsible for the continued development of the project and service delivery.

Key Accountabilities/Duties:

- *Provide line management and support to direct line reports and leadership for the project.*
- *Develop and maintain a strong understanding of Hackney's parent demographics and local support services, enabling effective signposting for marginalised communities.*
- *Build strong partnerships with local VCOs and stakeholders to engage underrepresented communities, working collaboratively to support meaningful co-production.*
- *Create and lead welcoming parent focus groups that amplify local voices and help shape the project to be inclusive, accessible, and responsive to families' needs.*

- *Data collection and reporting appropriate to the project for monthly/quarterly review with commissioners.*
- *Act as local designated Safeguarding lead. Ensuring any safeguarding concerns are escalated and managed in line with NCT Safeguarding Policy and local safeguarding requirements.*

This role includes health and safety responsibilities:

- *Take responsibility, with support from the Compliance Lead where needed, for developing and maintaining risk assessments, monitoring Health and Safety data, and ensuring accurate, timely reporting in line with contractual and commissioner requirements.*
- *Promote a strong safety culture by ensuring all activities comply with internal policies, legal standards, and external audit or inspection requirements.*

Role Dimensions:

Area of Responsibility	Details
<i>Financial</i>	<i>Budget</i>
<i>Line Management Responsibilities</i>	<i>Manage the Hospital Lead Peer supporter, Hackney Support Coordinator and x3 Peer supporters</i>
<i>Key Stakeholders</i>	<i>Hackney Council, Homerton Hospital Maternity Dept, Jewish Maternity Partnership.</i>
<i>Governance Reporting Lines</i>	<i>Quarterly demographic and service usage data reporting</i>
<i>Groups and Meeting Attendance</i>	<i>SOC, Safeguarding, Hospital Ward, Team Meetings and Working Groups</i>
<i>Safeguarding</i>	<i>Attending meetings relevant to Safeguarding duties</i>

NCT Culture and Working Practices:

Our Values - Welcoming, Collaborative, Inclusive, Bold, Trusted

Safeguarding and Health and Safety - The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding, Health and Safety, and promoting the welfare of children and adults and expects all staff to share this commitment.

Equity, Diversity and Inclusion - NCT is committed to social justice and equity. We are dedicated to being an anti-racist charity and believe that inclusion is everyone's responsibility. Being there for every parent requires bold action to challenge inequalities. By creating inclusive spaces and services that are built on collaboration and trust, we welcome and celebrate diversity and strive to meet the needs of the pregnant women, new parents, families and communities that we serve.



Declaration:

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION

Element	Details	Essential/Desirable
Qualifications	- Project management qualification or similar experience - Baby Friendly accreditation or similar	Desirable Desirable
Experience:	- Experience working alongside health professionals i.e. Health visitors, Community midwives etc - Experience of supporting and/or working with marginalised or vulnerable communities - Demonstrably champions equity, diversity and inclusion with experience of working with diverse cultural groups	Desirable Desirable Essential
Skills:	- Organisational and prioritisation skills - Excellent IT and Data base skills including Ms Word, Excel and Outlook - Problem solving, innovation & relationship management	Essential Essential Essential
Knowledge:	- Understanding of the NCT's strategic aims, services and processes - Knowledge of existing breastfeeding, infant feeding and perinatal support available in the local community - Understanding of specific processes or methodologies	Desirable Desirable Essential
Personal Attributes:	- Passionate about infant feeding and supporting parents - Bilingual	Essential Desirable
Other Requirements: (optional)	- Availability to work in and around the Hackney borough with some home working - DBS check/driving license	Essential Desirable

The above details are indicative and intended to assist candidates and the recruiting manager with their shortlisting process and selection decisions.