



JOB DESCRIPTION

JOB TITLE: Hackney Service Delivery Manager
TEAM & DEPARTMENT: Impact and Engagement
SALARY: £32,000 (FTE)
HOURS: 28 - 35 hours pw (contract until 30th September 2025)
LOCATION: Hackney Borough based with some home-working
LAST UPDATED: 1st March 2024
RESPONSIBLE TO: Commissioned Services Manager

MAIN PURPOSE:

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families and communities we serve.

NCT are delighted to be commissioned to deliver a programme of work including infant feeding peer support and parenting courses 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. Our services will include:

Peer led infant feeding peer support in the community

This project will train Peers who will go on to support across community and healthcare drop-ins, Homerton Hospital (early pregnancy meetings, postnatal and neonatal wards) as well as provide online support, telephone support and home visits. Peers will all receive accredited training to provide support to other parents whether that's sharing their breastfeeding and infant feeding knowledge, welcoming parents or providing social interaction to those they support.

Parenting courses for families with child/ren under the age of 2 years.

The Empowering Parents Empowering Communities (EPEC) project is a community-based programme, training staff and parent volunteers to deliver parenting courses across Hackney Borough. The courses are designed to improve access to effective parenting support particularly for families in disadvantaged neighbourhoods and excluded communities.

This is a key post to help NCT broaden its reach and relevance to parents of all backgrounds and enable them to have a life enhancing experience of becoming a parent.

The postholder will be responsible for the building, ongoing development and evaluation of the programme ensuring it is accessible and will hold stakeholder and commissioner relationships

RESOURCES CONTROLLED

- Budget for service delivery
- Management of local leads and support for staff working within the area
- NCT Peer Supporters
- Referrals Database

JUDGEMENT AND DECISION MAKING

- Good judgement will be required, in particular with regards to prioritising workload, managing safeguarding concerns and line managing local staff.
- Good decision making is required in relation to staff recruitment, volunteer recruitment, developing services and when handling relationships with commissioners and publicising the service at professional and public events.
- Good judgement and decision making is also required in assessing the effectiveness of project delivery and in making recommendations for improvements.
- Good judgement and decision making are required when making management decisions and dealing with conflict, and the ability to build consensus when differing views are expressed.

LIAISON

- Manage the relationship with the commissioner, ensuring that local staff are supported in meeting requirements for reporting and financial analysis.
- Work collaboratively with local external stakeholders, including policy makers and professional bodies, to raise awareness of the programme and needs of those accessing the service.
- Liaising and communicating with people at all levels is essential. This includes parents, NCT internal and external staff, Peer Support Trainers, NCT Practitioners, volunteers, Health Professionals, and other stakeholders.
- A professional approach must be maintained at all times.

AUTHORITY/SUPERVISION RECEIVED:

- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, in order to achieve these objectives.
- Regular Teams meetings will be held, and line manager support is available when required.

MAIN RESPONSIBILITIES & DUTIES:

Lead on perinatal peer support across the region

- Provide line management and support to direct line reports and leadership for the project.
- Establish and maintain a good working knowledge and understanding of the local demographics of parents in the Hackney area and local services that support communities that are marginalised to most effectively signpost.
- Engage with underrepresented communities through networking with other local organisations.
- Set up and manage Parent Focus Groups to ensure that the programme is accessible and meet the needs of local parents.
- Act as local designated Safeguarding lead. Ensuring any safeguarding concerns are escalated and managed in line with NCT Safeguarding Policy and local safeguarding requirements.

Data Collection and Reporting

- Report progress on project status, timelines and delivery against key performance indicators.
- Ensure that data collection and feedback is collected in line with NCT data protection policies and processes.

- Prepare reports as required by commissioners and NCT.
- Attend internal/external project review meetings (quarterly), to assess progress made and to agree how the project can be proactively improved further. This will include raising awareness of the programme and needs of those accessing the service, identifying gaps and improvements in service provision.

External Engagement

- Attend and participate at the local Infant Feeding strategy group.
- Found/participate in/chair other local perinatal networking/task and finish projects, so that the programme is an integral part of the local perinatal and infant feeding provision landscape, and is able to advocate for and chaperone perinatal service users at a strategic level, raising the profile of NCT's perinatal offer locally and nationally.
- Map and build relationships with potential local commissioners in order to secure continuation funding/new contracts.
- Provide a point of contact for local media queries, consulting with the communications department in order to publicise and promote local service developments and partnerships.
- Be able to travel around the area to meetings and groups.

Provide visible leadership to, and role modelling of, our commitments to celebrate diversity and challenge inequality by building an inclusive and positive working culture and environment, so all our people can thrive.

Any other duties as requested by the Commissioned Services Manager.

NCT VALUES:

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

SAFEGUARDING and HEALTH & SAFETY

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

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:

ESSENTIAL

- A passion for infant feeding and supporting parents.
- Demonstrably champions equity, diversity, and inclusion with experience of working with diverse cultural groups.
- Experience in Infant Feeding peer support and/ or EPEC (empowering parents empowering communities) or willing to train in this area.
- Familiarity with child and vulnerable adult protection and safeguarding issues
- Experience of leading and motivating teams and managing volunteers.
- Experience of managing/coordinating projects and a 'hands on' attitude.
- Strong relationship-building skills and management of key stakeholders.
- Excellent interpersonal and influencing skills, with the ability to build consensus in order to drive change.
- Experience of working with or knowledge of the local services and communities within Hackney area.
- Excellent communication skills working with and through others to tell our story.
- Excellent written and oral communication skills with good attention to detail.
- Excellent IT and database skills including Word, Excel, Outlook
- Excellent organisational and prioritisation skills and a problem-solving approach.
- Demonstrates a professional, positive, and constructive approach.

DESIRABLE

- Understanding of the NCT's strategic aims, services and processes.
- Knowledge of existing breastfeeding and infant feeding, and perinatal support available in the local community.
- Experience of working alongside health professionals i.e. Health Visitors, Community Midwives etc.
- Experience of supporting and/or working within marginalised or vulnerable communities and understanding the challenges they face
- Bilingual