

RECRUITMENT STATEMENT

Doorstep Library is committed to safeguarding and promoting the welfare of children, young people, and all those it comes into contact with. All employees undergo rigorous safer recruitment processes including specified interview questions, a DBS check, and the collection of written and/or verbal references. Safeguarding training is a mandatory part of the induction process for all employees, and employees are expected to always adhere to our safeguarding policies and procedures.

ABOUT US

Doorstep Library is a community-focused literacy charity dedicated to bringing the magic of books and the joy of reading directly into the homes of children who need our support. With one in four 11-year-olds leaving primary school unable to read or write properly, we recruit and train home and online reading volunteers to go into disadvantaged areas of London to help introduce young children (aged 0-11 years) to the pleasure and benefits of reading.

Our unique home-based service, whether in person or online, enables us to find the most appropriate books for every child we visit and build a relationship with the whole family. Our goal is to help children develop the self-confidence and essential skills they need to access all the opportunities that will come their way in life.

We also empower parents/carers to create and maintain a supportive environment by signposting them to local services and community support. Our projects not only improve literacy but also increase family wellbeing and bonding. Our tailored service enables us to help prepare children for school and broaden their opportunities in later life.

Our impact is long-lasting. For us, the 'happy ever after' is when we know the power of literacy and the joy of reading are helping a child change their own story for good. Every story shared is a story changed.

JOB SUMMARY

Job Title: Service Delivery Manager
Contract Type: Full Time, Permanent
Hours per week: 35 (excluding breaks)
General Working Pattern: – Monday to Friday (1100-7.00pm M/Tue/Th)
Main Location: Hybrid – home/office (Victoria)
Reports to: Head of Delivery & Engagement
Direct Reports: 4 x Part Time Term Time Only Project Delivery Staff
Annual Salary: 38k
Annual Leave Allowance: 25 days per annum, rising to 27 days after two years' service and 30 days after 5 years' service, plus bank holidays
Pension Contributions: 6% (based on a 2% minimum employee contribution)
Additional Benefits: flexible working, employee assistance programme, employee discount scheme, pension salary sacrifice

JOB PURPOSE

- To oversee the delivery and growth of our reading projects, at home and online
- To support the Head of Delivery & Engagement in delivering the charity's strategic aims

ABOUT THE ROLE

As we continue to grow, we are looking for a second Service Delivery Manager to work alongside our existing service delivery manager to deliver our reading services in London.

You will have substantial, proven experience of working within a delivery-based role, ideally in the third sector. You will be a highly organised people-person with excellent problem-solving and communication skills and the ability to inspire others about our work. With outstanding interpersonal skills, you will have the ability to forge new relationships with stakeholders and you will thrive on building a committed and effective team. Finally, you will be truly passionate about the work that we do to support children and families in disadvantaged areas of London.

MAIN RESPONSIBILITIES & DUTIES

- Be responsible for the successful delivery of all reading projects, ensuring that they are suitably resourced with appropriately trained staff and volunteers and that, in the case of online reading, there is sufficiently robust technology in place which is updated as necessary
- Proactively manage your team of delivery staff, monitoring, measuring and reporting performance against delivery KPIs and ensuring they are motivated to excel at their roles, supported to deliver their targets, and developed and trained to fulfil their potential
- Lead on the recruitment, onboarding and training of delivery staff
- Oversee the work of the Family Recruitment Officer to support the charity to reach more families across projects
- Ensure delivery staff develop and maintain a strong community presence and actively engage with statutory, voluntary and other community partners to promote the organisation's services and referral pathways
- Oversee the development and implementation of door-knocking plans across each project to support family recruitment.
- Actively contribute to impact measurement work in collaboration with the Head of Delivery and Engagement.
- Lead on the implementation of auditing and quality assurance procedures to ensure that standards are met and maintained, putting in place plans to address areas of improvement needed
- Work with the wider team to support the delivery of organisational priorities in volunteering, marketing and fundraising.
- To act as Deputy Safeguarding Lead, and to deputise in the absence of safeguarding lead, working with the Head of Delivery and Engagement, CEO and Board of Trustees to ensure safeguarding policies and procedures are fit for purpose and are adhered to
- Maintain an active oversight of project delivery by visiting/joining projects on a regular basis (home and online)
- Work with colleagues to contribute to community events

PERSON SPECIFICATION	
	Essential Criteria
1.	A proven track record of managing and delivering services in the community
2.	Demonstrable experience of leading and managing a team including supporting performance, development and effective day to day operations
3.	Excellent communication skills with the ability to communicate clearly, succinctly and in an engaging manner in person to a variety of audiences
4.	Strong relationship building skills – experience of working with a wide range of people
5.	Demonstrable knowledge and understanding of safeguarding and its principles and application
6.	Highly organised – ability to manage several projects, staff and tasks at the same time
7.	Ability to generate and implement new ideas and see them through to completion, and to monitor and evaluate results against targets
8.	A positive team player, working with, supporting and encouraging colleagues
9.	Ability to work flexibly, adapting to rapidly changing demands and opportunities while retaining a clear strategic focus
10.	Confident user of IT, and demonstrable proficiency with M365 suite and associated applications
11.	Experience of working with data – ability to collate, interpret and report
	Desirable Criteria
1.	Experience in a Deputy Safeguarding Lead role
2.	Experience of working with a small, close-knit team
3.	A knowledge of and/or interest in children’s literature/education sector
4.	Experience and/or of working with volunteers/volunteering