



**Planning and Delivery Manager**  
Services & Digital Department

# Information for applicants for the post of: Planning and Delivery Manager

Thank you for your interest in this 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.

## Role details:

**Job title:** Planning and Delivery Manager

**Responsible to:** Associate Director of Peer Support and Community

**Duration:** Fixed-term to 31 March 2027 (potential extension dependent on funding)

**Location:** Home-based or hybrid (Vauxhall office), with occasional travel across England

**Working Hours:** 0.8FTE, 28 hours per week

**Salary:** £41,000 per year, pro rata to 0.8 (£32,800) plus London weighting of £3,406 if applicable (pro rata)

**Leave allocation:** 24 days annual leave (30 days FTE), plus bank holidays pro rata for part time hours (1 April to 31 March).

## About Kinship

We are Kinship. The leading kinship care charity in England and Wales. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to.

We are made by and for our community of kinship carers. Like family, relationships run deep. And we hear their experiences; for too long they have been isolated without the help they need.

We support, advise and inform kinship carers. Connecting them so they feel empowered. Because a child needs the love and warmth of a thriving family.

We develop research, campaigns and policy solutions. Creating positive change across society. Because for kinship families, love alone is not enough.

Through our work we harness frustrations to fuel passion for change. And tough experiences to inspire ideas that transform lives.

And as we see momentum building, we keep using evidence to demonstrate the value of kinship care. Helping kinship carers navigate challenging circumstances. Believing in a child's potential.

**Join us. Together, let's commit to change for kinship families.**

## Context

We are the leading kinship care charity supporting more than 15,000 kinship carers across England and Wales each year. We're here for kinship carers – friends or family who step up to raise a child when their parents aren't able to. They care for more than 141,000 children in England and Wales, double the number in foster care, but feel isolated and need help. By supporting, advising and informing kinship carers, and campaigning together for fairer services, we are changing lives and changing the system.

Kinship's peer support and community work, supported by Department for Education funding helps kinship carers feel connected, less isolated and better supported by building local, carer-led peer support groups and strengthening wider community networks.

Our delivery model prioritises proactive outreach and sustainable growth through a volunteer model.

The team works in communities to bring kinship carers together, support and train volunteer group leaders, and grow groups to a point where they are sustainable and independent (ideally within 6 months). Sustainable means able to thrive without direct staff involvement or attendance. A central 'Hub' team then provides ongoing remote support, training and connection.

This role provides the operational grip to plan, deliver and continuously improve this work, while evidencing impact through robust data monitoring, reporting and clear storytelling.

## Purpose of the role

- To lead, develop and support a high-performing community-based development team that grows and strengthens Kinship's peer support groups and wider community connections.
- To drive continued, inclusive growth and outreach through relationship building, and working with the Hub to ensure existing peer support groups are sustainable and independent - able to thrive without direct staff involvement or attendance.
- To provide strong, boundaried and compassionate people leadership, clear planning and quality assurance, consistent use of case management systems (Salesforce) across the team, and high-quality impact evidence through regular reporting.
- To act as Deputy Designated Safeguarding Lead, contributing as an active member of the safeguarding team and strengthening safeguarding culture and practice across peer support and community, and Kinship.
- To ensure we are effectively using systems to monitor our performance and understand our impact.

# The type of person we're looking for:

## Key responsibilities

### Peer support group development and sustainability

- Accountable for the set-up, growth and transition of peer support groups to independence supported by the Hub, using clear milestones and support plans.
- Responsible for ensuring volunteer group leaders have high-quality training, guidance and ongoing coaching to deliver safe, supportive peer spaces.
- Responsible for embedding strengths-based, trauma-informed approaches and clear boundaries across all peer support activity.
- Responsible for managing external delivery partners or commissioned provision to support growth in specific communities, ensuring quality and delivery to agreed standards.

### Inclusive growth, outreach and relationship building

- Accountable for the identification and nurture of new group leaders and volunteers, ensuring groups are welcoming, accessible and inclusive.
- Accountable for ensuring a proactive outreach approach that builds relationships with kinship carers and local partners, prioritising under-served areas and communities, ensuring that learning is captured and shared across the team to build further confidence and competence in supporting under-served communities (minoritised ethnic kinship carers).
- Collaborate with Policy and Communications and other colleagues to help support and develop local engagement and promotion tools.
- Work closely with the Hub and Peer Support Community Innovation Manager to maintain active relationships with existing groups, including in-person visits where appropriate, ensuring they feel connected to Kinship and have the resources they need.

### Planning, delivery and continuous improvement

- Accountable for the creation and development of plans and maintain clear project plans, growth pipelines and roadmaps and ways of working that support consistent delivery across the peer support and community offer.
- Responsible for developing, reviewing and 'manualise' processes, training materials and toolkits so practice is clear, shared and easy to embed across the team.
- Accountable for quality assurance across the development team, including regular checks on delivery standards and group sustainability.
- Responsible for the creation of feedback loops and learning cycles so insights from carers, volunteers, partners and staff drive service improvement.

### **Salesforce, monitoring, impact and reporting**

- Champion consistent, accurate use of Salesforce across the team, including training, support and clear expectations for timely and high-quality records.
- Accountable for defining, monitoring and reporting against KPIs and outcomes, producing regular internal performance reporting and external reporting for funders and partners as required.
- Use data and insight (alongside qualitative feedback and case studies) to evidence impact, identify trends and inform decision making and improvement.
- Accountable for compliance with data protection and GDPR requirements, ensuring these are embedded in all data collection, storage and reporting processes.

### **Staff leadership and line management**

- Responsible for the line management of Senior Peer Support Officers, supporting them to lead and develop their teams effectively, including other roles that may arise in the future.
- Responsible for the provision of high-quality supervision, coaching and pastoral support, building confidence, capability and good professional curiosity and judgement.
- Responsible for setting clear objectives and expectations, support staff wellbeing, and hold accountability for delivery standards and documentation.
- Responsible for providing strong induction, learning and development plans, and contribute to a psychologically safe, high-performing team culture.

### **Partnership working across Kinship and with external stakeholders**

- Responsible for managing interdependencies and ensure clear communications and collaboration so delivery is joined up and responsive.
- Represent Kinship confidently and professionally with external stakeholders, building partnerships that support outreach, volunteer development and group sustainability.
- Work collaboratively with colleagues responsible for volunteering, participation, digital delivery and policy and campaigns to strengthen the overall carer experience.

### **Safeguarding leadership**

As a deputy safeguarding lead at Kinship, your specific roles and responsibilities will include:

- Helping colleagues plan for and manage risks, including sign-off for risk assessments.
- Providing reflection and support for colleagues for areas of emerging risks.
- Responding to safeguarding risk and allegations with clear actions and ensuring appropriate records are kept in a responsive and timely way.
- Communicating with other safeguarding leads to identify areas of training for the organisation and identify improvements in delivery or processes.

- To offer cover to other areas of the organisation when other leads are on annual leave.
- To join an on-call rota (to be agreed) for any out-of-hours delivery.
- To ensure all safeguarding data is collected so reports can be provided to SLT and trustees on the effectiveness of our safeguarding processes.
- Support a learning culture to ensure staff feel able to develop knowledge and are confident in embedding excellent safeguarding practice and our policies.
- Joint organisational responsibility for our safeguarding practice and culture.
- Required to complete a minimum of Level 3 designated person safeguarding lead training and ongoing learning and development to unlock salary remuneration.

### **General duties**

- Act at all times in the best interests of Kinship and in line with our values.
- Participate in team meetings, supervision, appraisals and organisational events.
- Engage in training, reflective practice and ongoing professional development.
- Contribute to organisational initiatives, including activities that raise awareness of kinship care.
- Undertake other reasonable duties required to support the work of the team and organisation.

## **Knowledge, abilities, skills and experience:**

### **Essential:**

#### **Peer support, community development and service delivery**

- Experience leading peer support, community development, volunteering or relational support services at scale.
- Experience of project management.
- Experience of evaluating the impact of services and projects.
- Proven track record of growing and sustaining community-based groups or networks, including supporting leaders and volunteers to independence.
- Experience embedding strengths-based, trauma-informed approaches, with clear boundaries, risk management and inclusive practice.

#### **Monitoring, impact and performance**

- Experience using case management or customer relationships management systems (e.g. Salesforce) and performance data to drive improvement and demonstrate impact.
- Experience developing or contributing to reporting cycles (monthly/quarterly), including combining quantitative insight with learning from carers and volunteers.
- Experience supporting quality assurance and continuous improvement, including building clear processes, toolkits and feedback loops

### **Staff leadership and supervision**

- Substantial experience of line managing and coaching practitioners or development staff, including reflective supervision and performance management.
- Experience leading high-performing dispersed teams, supporting wellbeing and maintaining consistent delivery standards.
- Experience translating strategy into practical plans, processes and day-to-day delivery.

### **Safeguarding**

- Safeguarding background, including confident decision making, consultation, recording and escalation.
- Trained in safeguarding to Level 3 or willing to work towards.
- Experience acting as a safeguarding lead, deputy lead or key escalation point, contributing to organisational safeguarding culture.
- Experience of supporting colleagues in effectively dealing with safeguarding concerns, including encouraging professional curiosity and ensure quick, effective reporting and follow-up.

### **Collaboration and partnership working**

- Experience building effective relationships with local authorities, voluntary and community organisations and other partners to support outreach and delivery.
- Experience representing a service externally, influencing stakeholders and negotiating practical solutions that improve outcomes for families..

### **People leadership**

- Skilled at creating psychologically safe, reflective environments where staff feel supported and guided.
- Confident at setting expectations, maintaining boundaries and coaching staff to improve.
- Strong ability to model professional behaviours and Kinship's values.

### **Planning, systems and delivery grip**

- Strong planning skills and attention to detail, with ability to build workable project plans, operational rhythms and clear ways of working.
- Confident designing and embedding systems and processes (including 'manualisation') that support consistent delivery and learning.
- Good data literacy and confidence using technology to improve effectiveness, efficiency and impact evidence.

### **Communication and relationship building**

- Excellent verbal and written communication skills with the ability to represent Kinship professionally.
- Skilled at building rapport quickly with staff, partners, volunteers and kinship carers.

- Able to communicate insight clearly to inform operational and strategic decisions.

### **General characteristics and attributes:**

- A real commitment to equity, diversity and inclusion within your role
- A respectful approach to working with people from a range of backgrounds
- Understanding of safeguarding particularly around vulnerable families
- Commitment to the values, aims and objectives of Kinship
- Flexible and willing to travel for work across England, including overnight stays
- Excellent written and spoken English
- Permission to work in the UK

### **Desirable**

- Lived experience of kinship care
- Understanding of trauma-informed approaches
- Demonstratable experience using Salesforce (our CRM) and Notion (manualisation platform)
- Experience of using project management tools, such as Asana
- Demonstrable experience of delivering government-funded or commissioned services and reporting to funders

### **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.

*"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)**

We want to offer you the best place to work. Our people are 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 Kinship 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



## **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 in the "knowledge, skills and experience" section that are 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 that they meet the essential skills and experience outlined in the job description.

Please tell us if there are any reasonable adjustments, we can make to assist you in your application.

If you have a disability that you would like us to take into account, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

## **How to apply:**

**Any applications arriving after the closing date will not be considered for shortlisting unless there are exceptional reasons. Please ensure you have read the application timelines.**

Please apply for the role by sending a **CV** and **cover letter (max 2 pages)** on <https://www.charityjob.co.uk/>.

## **Some tips for your application:**

- Make sure you've read the job description and the essential requirements – make sure your application reflects those points in the requirements very clearly.
- Tell us why you want to work for Kinship. We're interested in working with people who share our values. You can read about our values above.
- Keep your response clear – use bullet points and short paragraphs if that helps. It will help the recruitment team to focus on your knowledge, skills and experience.

- We know people might use AI – however make sure the answers reflect you and who you are and your experience. So many applications are the same because they're using AI. Make sure you stand out.

## **Key dates:**

**Apply:** [Via CharityJob](#)  
**Application deadline:** Monday 20 April 2026 at 9.00am  
**First interview:** Wednesday 29 and Thursday 30 April 2026

Kinship reserves the right to close applications early on receipt of sufficient applications. Apply early! Once we receive your application we may give you a call to discuss.

If you would like further information or an informal chat about this role, please contact [recruitment@kinship.org.uk](mailto:recruitment@kinship.org.uk).

## **Conditions of employment and what we offer:**

### **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.

### **Holidays:**

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

### **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.

### **Learning and development:**

We are committed to developing and enhancing the learning experience during your time at Kinship, and we are proud to offer many learning opportunities.

### **Health and wellbeing:**

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Charity Worker Discount

### **Travel:**

For this role, there will be frequent travel across Oxfordshire and occasional travel within the UK. There may also be, on occasion, the need for an 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. We use Nest Pensions. Current employee contributions are 5% and we will contribute 3%.

### **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.

### **Community:**

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

### **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 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.