



## JOB DESCRIPTION

**JOB TITLE:** Service Delivery Manager, Newham  
**TEAM & DEPARTMENT:** Impact and Engagement  
**SALARY:** £24,000 Actual £30,000 FTE  
**HOURS:** 28 hours per week (fixed term contract until 31<sup>st</sup> March 2027)  
**BASED:** Newham community based with some home working  
**LAST UPDATED:** 11th July 2024  
**RESPONSIBLE TO:** Commissioned Services Manager

### MAIN PURPOSE:

Our vision is that everyone who becomes a parent feels confident, connected, and safe because we believe parents help build the foundations of the future. That's why NCT is the charity with a clear and singular mission – we support people as they become parents. Every year we support over 250,000 parents across the UK and Channel Islands on their unique journeys through pregnancy, birth, infant feeding, and early parenthood. 'For Every Parent' is our new five-year strategy that sets a clear direction for our charity to reach more people, do more to support new and expectant parents, and campaign with impact.

We are delighted to be commissioned to deliver infant feeding peer support within Newham's diverse community. Working in partnership with local infant feeding teams, health visiting and midwifery teams, children centres and volunteer and charity organisations to ensure all parents are able to access the support they need. The post holder is responsible for the recruitment, coordination, support and management of a diverse team of infant feeding peer supporter volunteers across the borough, working in collaboration with NCT's currently established perinatal peer support work within the borough.

Responsible for the managerial oversight of the Infant Feeding community peer support across Newham, this role will work with diverse and vulnerable groups and make a positive difference by supporting families who experience barriers to accessing support and social isolation in pregnancy and postnatally with feeding their baby.

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.

### RESOURCES CONTROLLED

- Budget for service delivery within a defined area
- Management of local staff (where applicable) and volunteers.
- Databases of confidential service user and volunteer information.
- Database of groups and referral pathways in given area.

### JUDGEMENT AND DECISION MAKING

- Good judgement will be required, 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, piloting a new service 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.

## **LIAISON**

- Manage the relationship with the commissioner
- Work collaboratively and strategically with existing NCT perinatal programmes within Newham and local external stakeholders, including policy makers and professional bodies, to raise awareness of the programme and needs of those accessing the service.
- Liaising with people at all levels is essential. This could include the peer support trainer, local NCT Breastfeeding Counsellors, peer supporters, volunteers, partner organisations, Health Visitors, Champions, commissioners, local health professionals and local volunteer infrastructure organisations.
- 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:**

- Ensure that the service is delivered to project specifications and within agreed budget – as required by commissioners and NCT.
- Manage the safer recruitment, retention and ongoing support of any local staff, and volunteers.
- Act as the local safeguarding lead and conduct DBS checks, whilst ensuring that those delivering the service (including peer supporters and staff where appropriate) are collecting data/record keeping in line with project requirements, managing complaints in line with NCT policy.
- Establish and maintain a good working knowledge and understanding of the local demographics of parents in the area, including local volunteer, charity and faith support services and projects working with vulnerable and marginalised communities.
- Provide visible leadership to, and role modelling of our commitments to celebrate diversity, challenge inequality by building an inclusive and positive working culture and environment, so all people can thrive.
- Cultivate close working relationships with local NCT perinatal projects and local stakeholders to ensure they have a clear understanding of the programme, thus ensuring referrals between services are relevant and appropriate. This will involve championing the service, presenting to health professionals, clinical networks, potential funders and NCT colleagues.
- Participate in local infant feeding networking/steer groups/task and finish projects so that NCT infant feeding services are an integral part of the local provision landscape. Ensuring that all voices, stories and experiences of those underserved are amplified whilst raising the profile of NCT's infant feeding offer locally and nationally.
- 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. A key part of this role is the ability to manage risks and safeguard effectively, considering the specific vulnerability of parents accessing these services.

#### **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**

- Strong relationship-building skills and management of key stakeholders.
- Knowledge of other service providers in Newham.
- Good communication skills and experience of building relationships and creating rapport with a wide range of people.
- Experience of volunteer recruitment, co-ordination and management.
- A passion for Infant Feeding and supporting families.
- Experience in Infant Feeding peer support.
- Excellent interpersonal and influencing skills, with the ability to build consensus in order to drive change.
- Demonstrating and leading on commitment to equity, diversity, and inclusion as key to organisational success.
- Experience of working with diverse cultural groups. Familiarity with child and vulnerable adult protection and safeguarding issues.
- Excellent communication skills working with and through others to tell our story.
- Experience of successfully managing/co-ordinating a service and documenting processes.

- Demonstrates an understanding of barriers that parents may face when accessing services.
- Excellent written and oral communication skills with good attention to detail.
- Experience of using user data to demonstrate impact.
- Excellent organisational and prioritisation skills and a problem solving approach.
- Experience of leading and motivating teams.
- Demonstrates a professional, positive and constructive approach.

#### **DESIRABLE**

- Understanding of the NCT's strategic aims, services and processes .
- Evidence of scoping operational support for new services.
- Experiencing of managing volunteers and working in the third sector.
- Bilingual.