Service Manager (Children & Young People)

Applicant Information Pack
June 2026

SATEDA Ltd

Charity no. 1155163

SATEDA is an award-winning specialist domestic abuse charity exclusively for women and children in Kent. We support families to end the cycle of domestic abuse and build safer, healthier futures through specialist support, education, advocacy and prevention work, while campaigning to end violence against women and girls.

You can learn more about our work on our WEBSITE

Thanks to generous support from the National Lottery Community Fund, we are delighted to offer an exciting opportunity for a Children and Young People (CYP) Service Manager to join SATEDA, Kent's specialist charity working to end domestic abuse and violence against women and girls.

We are seeking a dynamic and forward-thinking manager with the passion and drive to shape, review and develop our CYP services. This is a unique opportunity to build and influence a service with real scope for innovation and impact.

Job Title: Service Manager (Children & Young People)

Reports To: CYP Team

Location: Sittingbourne, Kent with regular travel across Kent (some homeworking hours may be considered after a successful probation period)

Salary: £30,000-32,000 per annum depending on experience

Hours: 37 per week including some out of hours working

DBS: Enhanced with Children's Barred List check

Other: This post is restricted to women under Schedule 9, Part 1, Equality Act 2010

Deadline: Friday 10 July 2026 **Interviews:** Week commencing 27 July 2026

Employee Benefits

- 27 days of paid holiday per year (pro rata for part time), PLUS 8 bank holidays
- Additional day off to celebrate your birthday.
- Salary sacrifice pension scheme with Nest
- Employer funded Health Plan, including dental, optical, specialist health, 24/7 GP advice and much more.
- A committed living wage employer.
- Perkbox - an employee benefits platform where you can receive free rewards as well as take advantage of savings on clothes, groceries, travel, leisure and much more.
- Enhanced maternity/adoption provision.
- Access to our Employee Assistance Programme.
- Organisation-wide away days & organised events.
- Thorough induction and ongoing training.

Role Profile

SATEDA's Children & Young People's (CYP) Service Manager will be passionate about breaking the cycle of domestic abuse, and be a dynamic and experienced leader ensuring the delivery of high-quality services that are needs-led and trauma-informed.

You'll recruit and lead a dedicated team providing support to children and young people impacted by domestic abuse, promoting their safety, resilience and recovery. This role will play a key part in service development and multi-agency partnership working to ensure high quality, impactful service delivery.

Working closely with the Head of Services, you'll review and develop the existing service provision. With creativity and co-creation at the heart of the refreshed programmes, you will shape a new offer which meets individual needs, restores family bonds and promotes awareness and understanding of healthy relationships and consent among CYP.

The key focuses of this role

- Creative management and development of holistic services for children and young people.
- Trauma-informed service delivery, safeguarding and risk management.
- Team leadership, performance management and workforce development.
- Service improvement, quality assurance and impact measurement.
- Partnership working, stakeholder engagement and advocacy.
- Co-production and inclusive practice that amplifies the voices of children and young people.

All positions within SATEDA are expected to contribute appropriately and proportionately to the achievement of our strategic objectives. This may include contributing to our collective team outputs, such as supporting our membership, participating in team meetings and whole team projects, and assisting the Head of Services and CEO as required.

Key Responsibilities

Management and Service Delivery

- Manage and develop CYP services and operational plans, ensure the needs of CYPs are central to all processes, and in line with sector best practice and evidence
- Balance a caseload of CYP individual or group support, alongside project management
- Provide effective, supportive line management and case management to a team of support workers, enabling them to reach their full potential and ensuring services are resourced and staffed to meet key objectives
- Manage performance issues within your team professionally and methodically
- Ensure safe and effective recruitment, induction, development, and performance management of team members
- Oversee referral processes, providing assessments where appropriate, allocating cases to support workers and liaising with referrers and parents/guardians
- Demonstrate commitment to CPD ensuring SATEDA are encompassing learning to benefit its clients at all levels, and particularly to ensure we remain connected with current CYP developments and incorporate these to enhance our CYP services
- Work across SATEDA to embed a family-centric approach to delivery
- Provide day-to-day guidance and advice to team members across SATEDA on matters to promote a one team approach and as a designated safeguarding lead

Performance, quality assurance, data & evaluation

- Ensure the delivery of high-quality, safe and effective services through robust quality assurance processes, regular monitoring and case management
- Devise data collection methods relevant to programme needs and funder requirements
- Complete reports and case studies to report on progress for internal and external review
- Ensure systems and processes, including our Case Management System (CMS) are fully utilised
- Project manage CYP services, taking responsibility for achieving positive outcomes and liaising with funders where necessary
- Oversee project budgets
- Seek opportunities for continual improvement of services

Internal/External relationships

- Promote a positive public image of SATEDA, representing the organisation professionally and enhance understanding of its work and the needs of the people who use our services
- Develop and maintain relationships with external stakeholders
- Promote and develop interagency working including attending multi agency meetings, ensuring women's voices in this process are heard and listened to
- Work with the management team to understand SATEDA's services and current sector trends to feed into organisational development and decisions
- Advocate for survivors, raising awareness of DA with other professionals; advocating for the needs of the whole family approach, where appropriate, to ensure physical and emotional safety of the CYP
- Develop mechanisms for co-creation and ensure meaningful CYP feedback
- Develop and deliver training and workshops to schools, other community groups and partners

Responsibilities & Requirements for all roles at SATEDA

- At all times, to lead by example and demonstrate SATEDA's values in your work, behaviour and your professional relationships with colleagues, partners and those using our services
- Ensure understanding and compliance with all SATEDA procedures, particularly for promoting safeguarding and diversity & equality within your role
- To comply with Health and Safety Policy, Data Protection Policy and to protect yourself and others' health, safety and welfare
- To work flexibly, and carry out any other reasonable duties when requested to meet the needs of the organisation

Person Specification

Requirements Each requirement will be assessed either at shortlisting stage (s), interview stage (i) or both (s, i) and it is indicated under Essential or Desirable as follows: ✓s, ✓i or ✓si		Essential	Desirable
Education & Qualifications			
1	Minimum of 2 years' experience of delivering work in relation to domestic abuse or a recognised DA qualification from SafeLives or Women's Aid	✓si	✓s
2	Management qualification or experience of managing a team	✓si	
3	Youth worker qualification		✓s
4	GCSE English and Maths grade 4 or above or equivalent qualification	✓si	
Experience			
5	Extensive experience of working in a needs-led and trauma informed way	✓si	
6	Experience of project development, management and of evaluating impact	✓si	
7	Experience of advocating for people's rights	✓si	
8	Experience of establishing and developing relationships with stakeholders	✓si	
9	Experience of developing and delivering training and workshops		✓si
10	Experience of managing a diverse workload, prioritising and meeting deadlines while working under pressure	✓si	
11	Experience of working with the whole family		✓si
12	Experience of case management		✓si
13	Experience in developing participation/cocreation with CYP		✓i
14	Experience of safeguarding and regulatory frameworks, and the ability to critically apply knowledge and make decisions on risk management	✓si	
Knowledge, Skills & Attributes			
15	Understanding of the impact of domestic violence on children and young people, families and communities	✓i	
16	Understanding of violence against women and girls	✓i	
17	Knowledge and understanding of the needs of children and young people and the barriers they face		✓si

18	Excellent communication skills, both written and verbal, including the ability to influence and negotiate	✓si	
19	Knowledge of diverse community needs and effective service delivery approaches		✓si
20	An understanding on intersectionality and how this impacts the needs of survivors		✓si
21	Ability to maintain relationships and network with key stakeholders by phone, by email and in person	✓si	
22	Ability to maintain professional boundaries	✓si	
23	Ability to problem solve complex tasks, manage risks and balance multiple priorities	✓i	
24	Excellent communication and IT skills (e.g. 365, CMS)	✓si	
25	Understanding of how structural inequality shapes outcomes and the importance of equity, diversity, and inclusion in service design		✓si
Values			
26	Commitment to SATEDA's values and a feminist ethos		
27	Commitment to personal learning and developing services		
In addition			
28	Unless otherwise stated this role requires a Disclosure and Barring Service check		
29	The post is restricted to women under schedule 9, Part 1, Equality Act 2010		
30	The postholder must be able to drive and have a reliable means of transport		
31	The postholder must have the right to work in the UK		

Please note:

The postholder will need to undertake an enhanced DBS check with Children's Barred List check.

Interested?

If you're ready to be part of a team that stands beside women, young people and children when they need it most, we'd love to hear from you.

If you have any questions about the role, please contact **recruitment@sateda.org**

To apply, please complete the application form and return it to **recruitment@sateda.org**

PLEASE NOTE - CVs will not be considered

Thank you for your interest in our work!

SATEDA Ltd

Charity no. 1155163

women's aid
National Quality Standards
2025-2028

2024
Leading Light
Three year accreditation by SafeLives

The King's Award for Voluntary Service

Registered with FUNDRAISING REGULATOR

COMMUNITY FUND