



Services Manager, Wales

Candidate pack 2026

Overview of Carers UK



Carers UK is the leading national charity supporting, advocating for and connecting unpaid carers across the UK. We exist to make life better for unpaid carers, however caring affects them. Despite being a relatively small charity, we regularly punch above our weight and we have achieved meaningful change and we have influenced almost every piece of legislation concerning carers over the past 60 years; from the first ever 1967 legal rights for carers, to the 2024 Carers Leave Act. We have carers experience at the heart of everything that we do. Unpaid carers save the economy an estimated £445 million each day (England and Wales) and are vital to the friends and family members they support, as well as to the wider community. Our support, advice, information and campaigning work are now needed more than ever, as unpaid carers are providing more and more care, adversely impacting on their own health and wellbeing.

Our mission is to make life better for carers:

- We give expert advice, information and support.
- We connect carers so no one has to care alone.
- We campaign together for lasting change.
- We innovate to find new ways to reach and support carers.

Our Vision:

We want a society that recognises, values and supports carers and to halve the time it takes for carers to recognise themselves as carers.

The last published census in 2021 showed there to be 5.8 million unpaid carers in the UK.

However, recent research carried out by Carers UK estimates that the true number of unpaid carers in the UK is as high as 10.6 million, with 12,000 people becoming carers every day.

Job description

Job title:

Services Manager, Wales

Responsible to:

Director of Devolved Nations

Staff reporting:

Three

Location:

Hybrid / C12, 12 Cathedral Rd, Pontcanna, Cardiff CF11 9LJ

Department:

Carers Wales

Hours:

Full-time, 35 hours per week

Contract:

Fixed term contract - two years

Annual leave:

25 days pro rata + 3 days between Christmas and New Year, plus bank and public holidays

Salary:

£37,038

About the role:

The Services Manager will oversee and develop Carers Wales information and advice service, training and learning offer, and the Employers for Carers Wales service.

Find out more about Employers for Carers Wales here, employersforcarers.org/about-us/wales-hub/

As part of a small and busy team, the post holder will be required from time to time to support with delivery of these services, as well as playing a key role in their strategic development.

Main responsibilities



Training and learning

- With the support of the Training and Learning Officer, develop carer awareness training sessions and e-learning for external stakeholders, across public, private and third sector organisations
- With the support of the Training and Learning Officer, deliver both online and in person training sessions to a wide range of external stakeholders
- Lead the evaluation and monitoring of Carers Wales training and learning opportunities
- Support the Director of Devolved Nations to review Carers Wales training and learning offer

- Support the Director of Devolved Nations to identify and develop income generation opportunities
- Line manage the Training and Learning Officer.

Information and advice

- Support the Information and Advice officer with providing information and advice to unpaid carers and professionals, particularly during busy periods
- Line manage the Information and Advice Officer.

Support to employers

- Lead Employers for Carers Wales to develop, deliver and grow
- Build relationships with existing Employers for Carers members and provide information and advice during busy periods
- Line manage the Employers for Carers Account Executive
- Support the Director of Devolved Nations to review Carers Wales support offer to employers.

Represent Carers Wales

- Build relationships with stakeholders to promote Carers Wales services and increase uptake
- On occasion, act as a spokesperson for Carers Wales
- Represent Carers Wales at relevant meetings and events
- Support the Director of Devolved Nations with funding bids.

General responsibilities

- Attend Carers UK staff meetings and other meetings as required.
- Work in accordance with all policies and procedures of Carers UK.
- Carry out other duties appropriate to the post as directed by the Director of Devolved Nations
- Comply with data protection regulations.

Review arrangements

This job description gives an outline of the main duties of the post. It does not form part of the contract of employment and may be changed from time to time in consultation with the post holder.

Person specification

Essential

- Experience of designing and delivering engaging training resources, including e-learning and training programmes and sessions
- Excellent presentation and facilitation skills
- Experience of providing impartial information and advice
- Experience of line management, with strong leadership skills
- Excellent project management, time management and organisational skills
- Experience of managing budgets and financial awareness knowledge including ability to meet financial targets
- Excellent attention to detail and organisational skills
- Experience of generating income and ability to identify new business opportunities
- An understanding of the issues impacting unpaid carers and the challenges they face

- Strong interpersonal, customer service and communication skills including oral and written
- Experience of successfully managing client accounts
- Experience of conducting research, collating and synthesising information and evaluating and analysing data
- Confidence in using databases/CRM systems
- Good knowledge of IT packages, systems and digital tools
- Willingness and ability to travel as required
- Welsh speaking and ability to read and write in Welsh

Desirable

- Sales experience

Our values

Carers are at the heart of everything we do. We are:

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Attentive

- We welcome everyone and are always supportive and ready to help
- We listen carefully and respond with expertise and understanding.

A large red circle containing the word "Ambitious" in white text.

Ambitious

- We're courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
- We are always learning and improving, pushing boundaries to increase our impact.

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Achievers

- We are passionate about what we do and tenacious in our pursuit of change
- We adapt to new challenges and are always striving for excellence
- We love to collaborate and enjoy working with others to reach our goals.

Diversity and inclusion

At Carers UK, we are passionate about diversity and inclusion and offering equal opportunities. We positively and actively welcome applications from everyone. We strive for our staff group to reflect our stakeholders and the society that we serve.

Carers UK is committed to becoming a diverse and truly inclusive organisation. We are committed to fostering an environment and working culture that celebrates and promotes diversity and inclusion. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sex, sexual orientation, physical abilities, disabilities, religion, faith or belief. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

We are proud to be an Employers for Carers and Carer Positive Member, and a Real Living Wage Employer. We have signed the 'Happy to Talk Flexible Working' Initiative and are committed to building the best possible environment to help carers in the workforce. We have signed the 'Menopause Workplace Pledge' and achieved the Disability Confident Employer accreditation



As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

Benefits

We understand what you need from us as an organisation and recognising that, offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We've developed inclusive policies and flexible working arrangements, with your wellbeing at the heart of Carers UK.

Culture and support

- A welcoming, supportive and inclusive working environment
- A work-life balance commitment with flexible working arrangements available within a truly flexible working culture
- Hybrid working – vary your working location and hours to achieve your best performance and positive work-life balance
- 24 hour confidential advice and information line including access to structured counselling, plus a 24/7 unlimited doctorline, via a free Health Cash Plan
- A commitment to employee wellbeing, including access to the Wisdom wellbeing and MyStrength wellbeing apps and Wellbeing Wednesdays
- A values recognition scheme including winner of the month
- Family friendly inclusive policies
- Four Equality, Diversity and Inclusion employee networking groups championed by our senior management team including LGBTQ+; Neurodiversity and Disability; Faith, Racial Equality and Culture; and Carers and Parents

- Social events including weekly quizzes
- Annual staff conference and monthly all staff meetings.
- Workplace Mental Health First Aiders
- Annual engagement surveys.

Time-off

- Generous annual leave allowance of 25 days plus bank holidays (pro rata), rising with long service
- An additional three paid days off between Christmas and New Year
- Up to 10 days (pro rata) paid carers leave which can be taken in hours as well as half and full days
- Two paid volunteer days per year
- TOIL (time off in lieu)
- Paid Special Leave
- Birthdays Off.

Financial

- 6% employer contribution pension scheme
- Cash back up to set limits via a free Health Cash Plan for dental, optical and therapy treatments, plus kids cover
- Retail, restaurant and gym discounts via a free Health Cash Plan
- Free life insurance scheme two times annual salary
- Organisational sick pay scheme
- Free annual flu vaccinations to those who wish to use it
- Cycle to work scheme after six months service.

Learning and development

- A commitment to employee learning and development
- Thorough induction and onboarding programme
- Buddy scheme
- Full access to an online learning management system suite of e-learning courses for personal and professional development
- Regular awareness sessions and HR emails
- Role specific training
- Mentoring scheme
- Full access to the digital resource for carers
- Appraisal scheme.

Testimonials

“Working at Carers UK has been an incredibly positive experience. The organisation fosters an inclusive environment where I feel truly valued, and the flexibility they offer allows me to balance both my work and personal responsibilities seamlessly. This flexibility is so important, especially for an organisation that advocates for carers—it’s clear that Carers UK doesn’t just campaign for change; they live it.

“What inspires me most are my colleagues. They’re an incredible group of people, and their passion motivates me every day. I also really appreciate how our voices are heard when it comes to decisions about how we work, whether it’s shaping our hybrid working model or participating in our DEI groups. These initiatives encourage collaboration and continuous improvement, ensuring we can make the greatest impact on the lives of carers. Overall, I’m proud to be part of a team that not only supports carers but also leads by example.”

Neesha

“Carers UK is a supportive, energetic and positive charity where I have worked for over 6 years. It is a small charity that continues to accomplish huge things and is always striving for more to help unpaid carers. The flexibility and work life balance within Carers UK is brilliant and there is always some activity, social or work event/group to get involved in.”

Anonymous

“As a young father working compressed hours, I can attest to what a supportive environment Carers UK creates for its employees. Its commitment to delivering on its values of being Attentive, Ambitious, Achievers has enabled me to perform my role to the best of my ability and give me the time I need to support my young family.”

Tom

“Working at Carers UK is such a rewarding experience professionally and personally. The cause to drive positive change for unpaid carers is something I am so passionate about. It’s inspiring to know that my role, even in a small way, contributes to enabling the vital work we do to support carers and raise awareness. The team truly are brilliant, every single colleague within and outside of my department, have been nothing but welcoming, supportive, and encouraging since I started. I’m grateful for the way my ideas and contributions are always embraced. I feel lucky to work in an environment where creativity is encouraged, and where everyone works together towards a shared goal. The role offers exceptional flexibility, and Carers UK places a strong emphasis on work-life balance. The organisation genuinely values the wellbeing of its employees and is committed to ensuring everyone can maintain a healthy balance between their work and personal lives. The company culture is very inclusive, from regular social activities to the overall sense of belonging, Carers UK have created an environment where everyone feels valued and able to contribute. It is a fantastic place to work!”

Anonymous

Testimonials

“Carers UK is helping me to realise my potential and has helped me to thrive both professionally and personally. I have not worked for any other organisation for longer, which is testament to the opportunities and warm, dedicated culture I have discovered here. As well as working alongside the most committed, generous and hardworking colleagues you could wish for, I am continually in awe of the resilience, compassion and drive of the carers we work with and try to support.

“During my time here, it has been powerful to see the positive changes being made through our determination to support carers and improve their rights. I am often humbled by the sacrifices many carers have to make. They deserve so much more. I am also really thankful for the inclusivity, flexibility and great wellbeing policies offered by Carers UK, and the kindness and friendliness of everyone who works here.”

Jane

“Working at Carers UK is by far the best place I have ever worked at, from the management to my colleagues, I have been treated like family in a professional and kind manner. They are all very helpful and have always been there for me, supporting me to further my skills and knowledge.

“I am so proud to work for such an amazing charity who work so hard to make a difference to so many people. To be part of the movement is such an honour.”

Heena

“I’ve now worked for Carers UK for 13 years, longer than anywhere else I’ve worked in my career. I often say that the main reason for me staying with the charity for so long is the fantastic staff team and the thousands of inspirational members, volunteers and other carers I’ve had the pleasure to work with. It’s a really friendly, supportive and inclusive work environment, and it’s very rewarding to be part of a charity that is making a difference at a national and individual level to millions of carers every year. I also really appreciate Carers UK’s attention to staff wellbeing, with its hybrid working model, generous annual leave allocation and Wellbeing Wednesdays.”

Michael

“I feel very privileged to work for Carers NI and to contribute to the diligent work they carry out on behalf of unpaid carers. I’ve found my colleagues to be welcoming and supportive, and I really feel that I am being given the chance to grow and develop professionally, as well as personally, through my role. I admire the organisation’s commitment to keeping unpaid carers voices at the heart of all we do, and its drive to bring about meaningful change for carers, and I’m very proud to be contributing to that work.”

Nikita

Testimonials

“Twelve years at Carers UK: even the interview I attended was special. Within a few minutes it became clear that the two people interviewing me were part of an organisation that found it very important to live up to the values it held.

“It was by chance that I applied for a post in the caring sector - after my previous employer closed down I was looking for something where I could use my skills in such a way that I could fit my hours around caring for a toddler that needed a lot of looking after at the time. The panel assured me that its flexible working policy and the ability to work from home when needed - long before remote working became a thing - would cover my circumstances.

“Carers UK lived up to that promise and I never once felt pressurised in cancelling a school or doctor’s appointment. For my part, I was always happy to go the extra mile to get the job done - trust builds trust.

“I discovered early on that when I tried to align my approach to the Carers UK way of doing things, my job became ten times easier. I learned how the decision making process worked, and my own contributions became that much more effective.

“Carers UK continues to do an outstanding job in its sector, from changing the law of the land to changing public awareness of what it means to be a carer, what it contributes to the country and how to improve the lot of carers. This adds immeasurably to the job satisfaction I have derived from working

at Carers UK.

“In our 60th year of existence, I am immensely proud of being part of an organisation that will stop at nothing to make life better for carers while always valuing the workforce that makes it possible.”

Anonymous

“Core to the organisation is our mission inherently to make the world a better place, and the organisation puts a lot of emphasis on our wellbeing to achieve that. For an organisation our size, which is relatively small, there is a huge amount of support. There’s also a huge emphasis on work life balance, which is really appreciated.

“Carers UK also creates meaningful change - whether influencing policy or working with world famous organisations to support their people - which is brilliant to know you’re part of. Combined with a close team, it means it’s a really positive group.”

Will

“I love working for Carers UK because it has the meaningful mission of making life better for carers. Carers UK has a positive culture, excellent benefits, strong policies and a commitment to diversity and inclusion where staff can join a wide range of EDI groups. Our colleagues are brilliant and a pleasure to work with. I highly recommend working for Carers UK!”

Paola

How to apply

At Carers UK we want our application process to be as accessible as possible. If you need any adjustments to apply, please email the recruitment team to discuss.

The closing date for applications is **Friday 15 May 2026, 5pm.**

Personal statement (no more than one side of A4), CV and completed diversity monitoring form should be emailed to recruitment@carersuk.org

The information on the diversity monitoring form will be treated as confidential and used for statistical purposes only.

Carers UK anonymises all applications prior to shortlisting.

We reserve the right to appoint at any stage, should an outstanding candidate emerge.

We may carry out online and social media checks before a formal offer is made.

Please email your CV, covering letter (ideally in Word format) and diversity monitoring form to: recruitment@carersuk.org

There will be a two-stage interview process, with the first being online.

We have achieved the Disability Confident Employer accreditation. We aim to offer interviews to those who have a disability covered under the definition outlined in the Equality Act 2010 and who meet the minimum criteria for the role. The minimum criteria can be found under the Essential section of the Person Specification. Please let us know if your application is being made under the Disability Confident Scheme. You are not required to share the nature of your disability or long term health condition. You will need to state in your email application that you are making your application under the Disability Confident Scheme as you consider yourself to be disabled, or as having a disability. If you meet the minimum criteria then you will be offered an interview.

We look forward to receiving your application soon.

Notes for applicants

Please read the job description and person specification carefully before completing your application. Shortlisting will be carried out solely on the basis of the information provided on the covering letter and CV.

As the covering letter and CV may be photocopied, please write clearly in black ink or type.

Diversity details

Carers UK anonymises all applications prior to shortlisting. The Diversity Monitoring Form will be detached and not seen by the shortlisting panel.

Unspent convictions as defined in the Rehabilitation of Offenders Act 1974

You will not be asked to disclose convictions that are spent but relevant unspent convictions may result in an unsuccessful application. Please give details of any unspent convictions (including date and place of conviction, nature of offence and sentence). Please provide details in a separate email to recruitment@carersuk.org.

This information will not be disclosed to the interview panel.

Your CV should detail the following:

References

Please provide two referees. Your referees should have known you in a professional capacity, as an employee or a student. One should be from your present or most recent employer.

Previous employment

Please list appointments in order, including voluntary work as appropriate, most recent first.

Other skills

Please list languages, driving, typing, computing etc. Please state level of proficiency.

Working status

The eligibility criteria for Carers UK posts are derived from rules governing entry into the United Kingdom as defined in the Asylum and Nationality Act 2006.

Covering letter

Please give your reasons for wanting to join Carers UK and why you are applying for this post. Give any other relevant information (eg specialist knowledge, experience and personal qualities) in support of your application, bearing in mind the job description and person specification for the post. Please address how you meet the person specification by providing examples as appropriate. Please ensure this is no longer than one side of A4.

Declarations

Please sign the covering letter and CV to confirm that the information provided is accurate and true and to confirm your consent to the information being processed and handled by Carers UK.

How we use your personal data

We are Carers UK of 20 Great Dover Street, London SE1 4LX. Our Data Protection Advisor is Marie Magimay who can be contacted at this address too. We take our data protection responsibilities seriously and would like to inform you about what we intend to do with personal data that relates to you.

As well as name and contact details we hold the CV you provide which includes information about education and qualifications, former employers and work history. All the information we hold is necessary for us to assess your suitability for the job role on offer.

Before we confirm a job offer we carry out some pre-employment checks including taking up references. To carry out these checks we share your name and a bit of information to help the third parties identify you. Our pre-employment checks will include checks carried out in countries outside of the EEA if that is where you lived and worked previously. It is in our legitimate business interests, and your own best interests, to make sure that we offer the job to the most appropriate candidate.

Carers UK may also carry out online and social media checks. Online and social media checks will be conducted in compliance with data protection legislation and maybe undertaken to confirm previous employment and experience. Once your appointment is agreed we will use your personal data to send the employment contract and job offer to you. These are steps preparatory to entering into the contract of employment. We will also notify any recruitment agency involved in your recruitment that an offer has been made. Most of the information we hold at recruitment stage has been provided by you directly, or on your behalf by the employment agency.

We keep our recruitment records for the duration of recruitment process and then for no longer than six months for unsuccessful candidates. For successful candidates the personal data in the recruitment file will be carried forward into the employee HR file.

We would not publish your personal data for example your photograph or work contact details without your consent but some job roles will involve a degree of publicity and we will make that clear at interview stage.

Your data protection rights

You have the right to ask for a copy of the personal data we hold that relates to you. If you think that information about you which we hold is incorrect or misleading you have the right to have the information corrected provided you can demonstrate that it is incorrect. You can also request the erasure of personal data relating to you in certain circumstances, where we do not require it to meet a legal obligation. You can also request or restriction of processing so that your records are maintained beyond our usual retention period. You have the right to object to processing on the grounds that it causes you damage or distress and the right to take away a copy of your personal data in electronic format in certain circumstances.

If you are unhappy about the way we use your personal data or the way in which we respond to your request to exercise your data protection rights, you can contact the Data Protection Advisor at Carers UK, 20 Great Dover Street, London SE1 4LX but you also have the right to lodge a complaint with a supervisory authority, the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Carers UK cannot accept responsibility for applications that do not arrive prior to the closing date. Late applications will not normally be considered.

Shortlisting for the post will take place soon after the closing date. If you have not been contacted within four weeks of the closing date, then you should assume that, on this occasion, your application has not been successful.