

## **Services Manager**

### **Job Description and Person Specification**

<b>Job title:</b>	<b>Services Manager</b>
<b>Responsible to:</b>	Director
<b>Line Manager to:</b>	Play Assistants, Youth Workers, Sessional Staff, Chef, Volunteers and Student Placements
<b>Hours of Work:</b>	25 hours per week, including evening work
<b>Location:</b>	Donnington Doorstep family centre
<b>Salary and benefits:</b>	£33,366 per annum pro rata Holiday entitlement is 6 weeks inclusive of statutory bank holidays. Access to pension scheme Candidates must be eligible to work in the UK

***Staff have an individual responsibility to safeguard & promote the welfare of all children; to be an advocate for children's right to play, to be listened to & to be safe.***

#### **Outline of Post**

This is an exciting new post with responsibility for the management of Doorstep's core service provision. We are looking for a manager to oversee both our Early Years and Youth Work service, however, we will also consider someone with expertise in one of these areas.

#### **Main purpose of the Job**

Your role is to both manage and deliver a range of support services to families and young people facing high levels of disadvantage and social exclusion, as well as general population. You will work with whole families including children and young people of all ages. Your work will include both the development of Doorstep's services as well as direct delivery and casework to achieve the following objectives for children, young people and families:

- Increased happiness and emotional well being
- Improved mental and physical health
- Improved life chances for socially excluded children and young people and enable them to realise their full potential
- A stronger, safer, more integrated community in Donnington and the surrounding area

#### **Main Tasks and Responsibilities are as follows:**

- To work in partnership with the Director and other staff members in the strategic planning and development of Early Years and Youth Services provision.
- To lead on identifying, and developing new opportunities and activities through funding applications and grants.
- To provide leadership, operational and financial management of Services.
- Provide line management, motivational leadership, mentoring and coaching to the staff team, ensuring clarity of direction, effective communication and personal and professional development.
- To recommend and implement change which improves the service, leading on to development of models of good practice.

- To actively strengthen the organisation's profile by taking a lead in the active engagement of partner organisations and the community.
- To act as on-site Duty Manager if required.
- Escalate matters as appropriate e.g. complaints, safeguarding or safety issues.
- Contribute to the regular reviews, reports and evaluations of all service areas
- It is expected that this role would be split approx. 15 hours in Early Years and 10 hours in Youth Services.
- Early Years
  - To oversee the planning, evaluation and recording of family open access play and early years' activities.
  - Ensure that the programme of activities delivered is fun, interesting, educational and valuable and appropriate to the children and families using the facilities, providing a variety of play and identifying and accommodating changing need
- Youth Services:
  - Manage and lead the delivery of youth club activity at Donnington Doorstep, including face to face universal drop in sessions, street-based youth work, peer support projects and youth engagement.

### **General tasks and responsibilities of all Doorstep staff**

- Be familiar with and apply Doorstep's Health and Safety, Fire and First Aid procedures at all times within your work and to attend training in these areas as required.
- Contribute to the accountability of the centre through assisting in the maintenance of agreed records including statistics, registers, risk assessment records, contracts, evaluations, accident books, financial transactions etc.
- To be proactive in ensuring that Doorstep's Equality, Diversity and Inclusivity policy is applied to all aspects of the work.
- To be aware of and follow Doorstep's Safeguarding procedures and attend regular training.
- Act as member of the Designated Safeguarding Lead team for the organisation and follow all Oxford Safeguarding Children Partnership (OSCP) statutory requirements.
- To attend regular staff meetings, training and supervision as required.
- To ensure that appropriate confidentiality is maintained.

The nature of the work at Donnington Doorstep means that all staff are expected to work in a flexible way.

This post is subject to funding being secured and maintained.

Donnington Doorstep is entitled to check with the Disclosure and Barring Service for the existence and content of any criminal record held in the applicant's name. The disclosure of a criminal record or other information will not debar you from appointment or registration unless we consider that the conviction renders you unsuitable.

When short listing we are looking to interview people who show on their application form that they meet the criteria and competencies listed below. Priority is given to the essential criteria. We will use the interview and assessment process to explore this further and to cover those areas that cannot be shown on a written application. If you feel you are more competent in one of these areas rather than both, we would still like to hear from you.

# PERSON SPECIFICATION

REQUIREMENT	ESSENTIAL / DESIRABLE
<b>1. Knowledge / Qualifications</b> <ul style="list-style-type: none"> <li>o <b>An understanding of issues faced by families and young people</b></li> <li>o <b>Relevant training or experience in relation to safeguarding/ child protection work</b></li> <li>o <b>Child development, play theory and practice</b></li> <li>o Early Years Professional qualification in Childcare, Early Years or Play/ Youth Work</li> <li>o The impact of social exclusion and disadvantage</li> <li>o Statutory requirements for childcare and early years provisions</li> <li>o Issues relating to disabled children</li> <li>o Support services for Children, Young People and Families</li> <li>o Local networks and the different communities in the Oxford area</li> </ul>	<b>Essential</b> <b>Essential</b>  <b>Essential</b> Desirable Desirable Desirable Desirable Desirable Desirable
<b>2. Experience</b> <ul style="list-style-type: none"> <li>o <b>Direct experience of working with vulnerable families and young people</b></li> <li>o <b>Experience of staff management</b></li> <li>o <b>Experience of safeguarding practice and working within child protection and information sharing protocols</b></li> <li>o <b>Experience of practice-based risk assessment within direct service provision</b></li> <li>o Experience of budget management</li> <li>o Working in a Family Support or early years setting / Family Support casework</li> <li>o Effective working with families to engage them in their children's development</li> <li>o Working with Young People, identification of needs and strengths and developing responsive and creative programmes and activities</li> <li>o Supporting parents and carers</li> <li>o Working with people from diverse backgrounds in a community context</li> <li>o Participating in Child Protection, Looked After Child and Child in Need processes</li> <li>o Contracting, monitoring and reporting on services</li> <li>o Relevant interagency and partnership working</li> <li>o Successful engagement with "hard to reach" groups</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Essential</b>  <b>Essential</b> Desirable Desirable Desirable Desirable  Desirable Desirable Desirable Desirable Desirable
<b>3. Abilities</b> <ul style="list-style-type: none"> <li>o <b>Communicate excellently with young children, carers and families</b></li> <li>o <b>Support staff and volunteers</b></li> </ul>	<b>Essential</b> <b>Essential</b>
<b>4. Skills:</b> <ul style="list-style-type: none"> <li>o <b>Excellent time management &amp; organisational skills</b></li> <li>o <b>Will attend professional training</b></li> <li>o <b>Able to work flexible hours if required</b></li> <li>o Able to communicate well in both spoken and written English</li> <li>o Excellent IT skills, in particular use of email, Excel and Word</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Essential</b> Desirable Desirable

<b>5. Values:</b> <ul style="list-style-type: none"> <li>o A commitment to the Rights of the Child</li> <li>o Passionate and committed to Play, Youth Work and Whole Family Working</li> <li>o Be able to show an understanding of and commitment to, the promotion of service delivery in an Equal Opportunities framework, including anti-racist and anti-discriminatory professional practice.</li> <li>o Constantly looking to improve and develop</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Essential</b> <b>Essential</b>  <b>Essential</b>
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## COMPETENCIES

<b>Communication</b> The ability to interact and communicate effectively with a range of audiences, of all ages, abilities, cultures and backgrounds both at a written and spoken level. <ul style="list-style-type: none"> <li>• Speaks clearly</li> <li>• Listens without interrupting</li> <li>• Uses appropriate body language &amp; tone of voice</li> <li>• Adapts style to suit audience</li> <li>• Avoids jargon</li> </ul>	<b>Results</b> The ability to put in the necessary effort to achieve results and remain focused during testing periods. <ul style="list-style-type: none"> <li>• Able to act on own initiative</li> <li>• Recognises what needs to be done &amp; does it</li> <li>• Remains calm, motivated and focused despite setbacks or distractions</li> <li>• Puts in extra effort, when necessary</li> <li>• Is enthusiastic about achieving outcomes</li> </ul>
<b>Problem Solving &amp; Decision Making</b> Ability to analyse and resolve problems in a timely and appropriate manner. <ul style="list-style-type: none"> <li>• Explores the issue from a number of angles</li> <li>• Reflects on own practice</li> <li>• Is adaptable, flexible and open to change</li> <li>• Makes timely and appropriate decisions</li> </ul>	<b>Effective Relationships</b> Ability to form supportive, empowering and appropriate relationships with both children and adults. <ul style="list-style-type: none"> <li>• Treats children and adults with respect</li> <li>• Warm, friendly and approachable manner</li> <li>• Builds on common values/purpose</li> <li>• Shows empathy</li> <li>• Demonstrates confidence in others' abilities</li> </ul>

To apply, please read the job description and person specification, and provide a copy of your CV and a covering letter detailing how you meet the person criteria for the role to [applications@donnington-doorstep.org.uk](mailto:applications@donnington-doorstep.org.uk).

For an informal discussion about the role, please email [alex.lipinski@donnington-doorstep.org.uk](mailto:alex.lipinski@donnington-doorstep.org.uk)

Closing date: 5pm Thursday 18 September 2025

Interview date: Thursday 25 September 2025