



Service Manager, Croydon Council

Application Pack



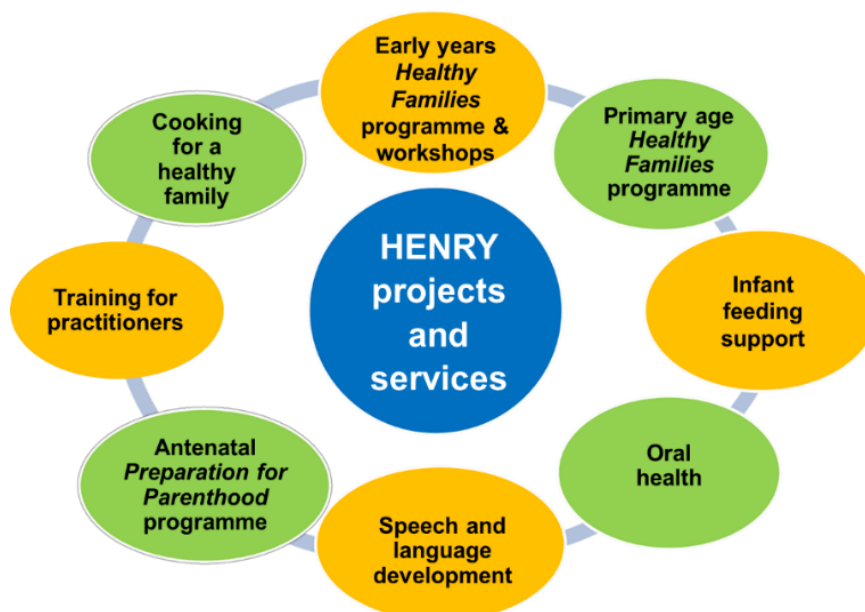
About HENRY

Childhood experiences last a lifetime - so every child deserves the best possible start in life. And although parents want a happy healthy future for their children, family life isn't always easy. Our mission is to support a healthy, happy start for children and lay the foundations for a brighter future – by making sure families get the support they need.

Our service offer

Founded in 2009, HENRY is now the leading national provider of evidence-based services to support a healthy start. We are currently working in partnership with NHS trusts, public health teams, children's services and other partners in around 40 local authorities and 5,634 families benefited from HENRY support in the last year.

We support parents to transform family life for the better in all sorts of ways – including emotional wellbeing, family relationships, parenting skills, infant feeding, the home learning environment, improved nutrition and getting more active.



Our values

HENRY aspires to be a values-led organisation. All of our work with families, partners and HENRY colleagues is underpinned by the following explicit values:

- **Partnership:** parents are the experts in their own family so we start with their experience and support them to make changes that they believe will lead to a healthier and happier life.
- **Strengths-based:** we acknowledge and build on all the things that are going well, fostering hope and self-belief.
- **Person-centred:** families face different challenges - we get alongside families and listen, building a relationship based on trust and empathy.
- **Respect:** we value families for who they are and seek to understand rather than judge.
- **Inclusive:** we find out about the difficulties that some families face in accessing support and work proactively to overcome barriers.
- **Excellence:** we strive to provide families with high quality and effective support; we value learning about what doesn't work as well as what does, approaching new ideas with an attitude of curiosity and using reflective practice, evidence and feedback to improve our services.

Our impact: 10 years of making a difference to the lives of children and their families

Our 10-year impact report¹, published last year, tells the HENRY story through the voices of families, volunteers and local practitioners – as well as bringing to life many of the collective changes that children and families have achieved.

I started a programme and ended up with a new life



Every day, we are helping some of the UK's most vulnerable and deprived families provide a great start for their children, so they flourish throughout childhood and beyond. Following a HENRY programme:

- 93% of families lead a healthier lifestyle
- 77% of parents have improved emotional wellbeing, including feeling happier, less isolated and less stressed
- 86% of parents are able to hold boundaries more effectively

I'm now the Mum my child deserves

It was one of the best decisions in my life to attend the HENRY programme. Before, as a single mum (with no relatives in UK), I was full of doubts how to raise my child. Now I am a confident parent who knows what is best, both for me and my child.

I had to realise that everything depends on us, parents. Happy mum, happy child. Before the programme, I was not sleeping enough, no exercising, I was eating junk food, I was frustrated.

During the programme, I introduced new habits, such as sleeping more, eating fruits and vegetables every day, looking at the food labels before buying anything, introducing new foods, exercising more, tidying the flat, giving choices to my baby girl, reading to her more.

It also gave me the opportunity to meet other parents, and to avoid depression. I really enjoyed that somebody is taking care of me. We got flowers, candles to chill and relax at home. I learned that "me time" is very important, not just for me but for my baby as well.

We got free vitamins, balls, books (what my baby girl loves so much that there is no day without reading the Henry Bear story to her).

Hackney parent

¹ www.henry.org.uk/impactreport

Our team of staff and volunteers

HENRY currently employs 94 staff and sessional workers. About a quarter of staff are based at our national support office near Oxford, with the majority of staff based locally (Hackney and City of London, Waltham Forest, Southend, Hertfordshire, Bradford and Blackpool), delivering services and projects.

In addition to our employed staff team, freelance trainers, sessional facilitators and volunteers also play a crucial part in delivering HENRY services.

HENRY's supportive ethos and high levels of staff satisfaction and commitment are evident in our annual staff surveys. 100% of staff tell us they are proud to work for HENRY and 98% report that staff morale is good or very good.

Our future

This is an exciting time to be joining HENRY. Our charity has continued to grow at a rapid rate across every year – almost 40% over 3 years – and we are projecting further growth in 22/23.

Uptake of HENRY is widespread across the UK - parent, practitioner and commissioner feedback testifies to the value and impact of HENRY, as does our growing [evidence base](#). Following a successful feasibility study, the National Institute of Health Research is now funding a full randomised control trial of HENRY.

We have developed new programmes during pregnancy, the primary years and, most recently, for teenagers. The coronavirus pandemic has impacted face-to-face delivery and accelerated our plans for digitalisation, with all our family support and training activities now adapted for online delivery as well as face-to-face. This has provided greater choice for families, as well as creating new opportunities for national delivery of remote services to reach families in areas where there is no local HENRY presence.

To enable us to reach more families and have the greatest possible impact on children's futures, our **strategic objectives** for the next 3 years are to:

1. Invest in workforce capacity and wellbeing – and provide the space for people to assimilate change
2. Build organisational resilience through investment in digital transformation
3. Maximise the new opportunities and business models we know are already there – balancing our core offer with innovation
4. Forge new strategic partnerships to drive income, delivery and research



Overview of role

Job Title	Service Manager, London Borough of Croydon
Work base	Your home and office base TBC
Hours per week	0.8fte (30hrs per week)
Salary	£32,976 to £37,137 (£26,381 - £29,710 pro rata)
Contract	Fixed term to 30.06.2026
Responsible to	Head of Service Delivery
Annual leave	30 days a year plus bank holidays
Pension	Access to pension scheme with a matched employer contribution of up to 6%

Job Purpose

To lead on the development and delivery of HENRY services in the London Borough of Croydon. HENRY services aim to improve health outcomes for young children and reduce health and social inequalities, giving children a healthy start for a brighter future.

Key working relationships:

- Direct reports:
 - Administrator & Data Officer
 - Lead Practitioner
 - Healthy Families Facilitators

- HENRY national staff:
 - Director of Operations
 - Head of Service Delivery
 - HENRY Service Managers
 - Head of Business Development
 - Head of Training and Programmes
 - Head of Finance and Administration Manager
 - Communications and Marketing Officer
 - Data Manager

Key Responsibilities

1. Leadership and management of HENRY Croydon services and team aligned with contractual performance targets and standards.
2. Ensure delivery of high-quality service delivery to families in response to local needs and providing effective person-centred support. Development of partnership working and continuous embedding of service within the Croydon community.
3. Promoting continuous improvement and learning and the delivery of high-quality training and support to partners.
4. Working as part of the Service Manager's team to support organisational development, management and sustainability.

1. Leadership and operational management of HENRY Croydon services aligned with contractual performance targets and standards.

- Manage and support staff through HENRY's supervision, appraisal and employment policies, enabling individual development and driving optimum team performance.
- Build and maintain relationships with local commissioners and partners, creating a shared understanding, a joint problem-solving approach, and enabling local influence through an awareness of issues relevant to successful delivery.
- Analyse data for both internal and external use, assessing the efficiency and effectiveness of services and determining areas for service improvement.
- Seek the views of those benefiting from HENRY services and use these to plan and improve the quality of support for families.
- Provide regular reports for commissioner-provider meetings on outcomes of the project and contracted services, analysing trends and discussing ways forwards in response to local feedback so that the service is responsive to local need.

2. Ensure high quality service delivery to families in response to local needs and provide effective person-centred support.

- Lead on continuous analysis of project delivery to effectively grow the services and in response to local need ensure the services are reaching as many families as possible within the Croydon Borough and that they are receiving appropriate support
- Manage the service budget and make recommendations to HENRY to maximise service delivery and value for money.
- Plan and oversee data collection, analysis and evaluation to support accurate and effective reporting for internal and external use.
- Ensure services are highly visible in the community and targeted appropriately, developing publicity materials to a professional standard and in line with HENRY branding guidelines.
- Align service delivery with agreed local and national standards, and work with the Quality Team/HENRY governance to address areas for improvement as needed.
- Be the team safeguarding lead, following local safeguarding procedures and HENRY safeguarding policy; monitor that team members and volunteers are trained to the appropriate level in safeguarding.

3. Promoting continuous improvement and learning and the delivery of high quality training and support to partners

- Implement best management practice across the service, working with colleagues – Service Managers and Leaders within HENRY - to develop HENRY as a learning organisation and embed collective leadership.
- Create a developmental culture with HENRY practitioners to reflect upon and learn from their experiences so that they have the skills, knowledge and confidence to provide effective support to parents and in the training of practitioners.
- Provide a range of training, coaching and mentoring to practitioners and others working with families to support delivery of consistent evidence-based approaches and key messages around healthy lifestyles and child development that meet HENRY's quality assurance standards.
- Respond to feedback from partners, commissioners and families to improve services and tailor these to local needs.

4. Working as part of the Service Manager's team to support organisational development, management and sustainability

- Feed experiences of service delivery into the development of HENRY services and strategic planning, sharing with Service Managers, and Head of Service Delivery as appropriate.
- Work closely with HENRY Managers to influence, implement and monitor organisational business plans.
- Promote and support best practice across the organisation, including equal opportunities, management of risk, safeguarding, health and safety, continuous improvement and staff support and development.

5. Attitudes, behaviour and values

- Build respectful relationships, understanding the impact of your behaviour on others and being willing to adapt it when necessary.
- Work effectively as a member of the team by consulting and sharing information with colleagues, managing your time to meet deadlines and preparing for meetings.
- Maintain clear and accurate records.
- Communicate effectively with partners.
- Comply with all organisational policies and procedures.
- Model HENRY values.
- Support own development through on-going reading, research and supervision.

Person Specification

	Essential	Desirable
Qualifications	A recognised qualification to graduate level or above in a relevant field	Project management Leadership/management Prince2/similar certificate
Experience	<p>Minimum 2 years' proven experience of line management and managing defined services and/or projects</p> <p>Minimum 1 years' proven experience of delivering services in a multi-disciplinary setting and working with groups and individuals</p> <p>Staff management and development, performance reviews and reflective supervision to meet objectives</p> <p>Evidence of managing safeguarding concerns effectively</p> <p>Demonstrable experience of information management and security</p>	<p>Developing and implementing evidence-based health education programmes</p> <p>Health promotion</p> <p>Working with children and families with special needs and disabilities</p> <p>Marketing and publicity</p>
Knowledge	<p>Public health and early years policy</p> <p>Understanding of local health needs</p> <p>Understanding of children's centres – aims and activities</p> <p>Comprehensive knowledge of risk assessment</p> <p>Enabling parent and child participation</p>	<p>Understanding of evidence-based practice</p> <p>Understanding preventive health services for children and families</p> <p>Effective approaches to supporting behaviour change</p>
Skills and attitudes	<p>High motivation to contribute to HENRY's work</p> <p>Strategic thinker with ability to innovate and develop creative solutions</p> <p>Strong leadership and interpersonal skills and an ability to work with a range of stakeholders at all levels and to skilfully influence and collaborate</p> <p>Commitment to excellence in service design, management and delivery</p> <p>Ability to motivate others, share feedback and inspire excellence</p> <p>An eye for detail and a concern for accuracy, together with the ability to keep sight of the broad picture</p> <p>Excellent communication and presentation skills (verbal, written and IT)</p>	

	Empathic and non-judgmental approach to work with children and families Commitment to upholding diversity and equality of opportunity principles Willingness to work flexibly, including evenings and weekends as required, to reach families	
Ability	Able to travel and work across the area with occasional national travel.	

Note: This post requires a satisfactory enhanced DBS check

Application timetable

Deadline for applications	9 am on Monday 15th August 2022
Interviews (to be held remotely)	Wednesday 24th August 2022

Application process

For more information please contact recruitment@henry.org.uk.

To submit an application please complete the application form and equal opportunities form which can be downloaded from www.henry.org.uk/jobs and email them to recruitment@henry.org.uk