



## **Job Description: Service Manger**

Do you want to make a real difference to the lives of disabled children and their families?

Can you help us develop and deliver a service that transforms lives?

Are you keen on creating and fostering enjoyable spaces for them to thrive in?

Our mission is to help disabled children and their families make friends and have fun giving them hope for the future. We want you to wake up excited to come to work knowing that you will be transforming lives and helping families to thrive. As Service Manager you will manage our service, work with parent carers, and bring joy to children and young people with additional needs and their siblings. If what you're doing isn't giving you a sense of purpose and you want to join our mission to change lives, apply today!

## **About Incredible Kids**

Incredible Kids is an award winning Christian Charity that runs inclusive play and support sessions for children and young people with additional needs and disabilities. All trustees of the charity are Christian. The charity also supports siblings and parent carers. Operating since June 2012 the charity was set up by parents to provide mutually beneficial support to each other, allowing their children and young people to play. Join us to help disabled children and their families smile!

The charity aims to reduce social isolation for families with children or young people with special needs, increase their wellbeing and improve confidence and social skills by providing meaningful play activities, mutually beneficial support and increasing knowledge and skills.

During 2020 we kept our service operating and when we were able kept our public facing frontline service open to our families. We quickly adapted our previously indoor service to be outdoors. None of us know what the future holds but we know that Incredible Kids has a determination to support its families in real, practical ways whenever possible and is able to quickly adapt to take on any new challenge. You'll lead that service so resilience and adaptability are key skills to have.

## **Job Purpose**

You'll play a key role in the smooth running of Incredible Kids service. Working closely with our Board of Trustees you will oversee the running of our services for disabled children and their families. Planning and preparing behind the scenes whilst managing our staff and volunteers. In this varied role you will be responsible for welcoming and supporting families whilst ensuring a welcoming, safe, caring and stimulating environment for children and young people aged 0 – 25 with a disability and their siblings.

**Salary £27,200 per annum (pro-rata 22.5 hours a week)**

## Hours

22.5 hours per week over 3 or 4 days.

Mixture of home-based and face to face working at our service which is currently delivered from The Vench BS7.

Face to Face hours at our sessions vary but currently include:

Monday 2.30pm-8pm

Friday 2.30pm – 8pm

Saturday 9am – 6pm

**Start date:** As soon as possible.

Annual Leave: 28 days of holiday pay are offered (pro-rata) Bank holidays are working days as our service operates on these days.

## Main objectives of your role

Ensure effective day to day running of our overall service in line with our vision and values.

Make sure our inclusive play sessions run smoothly. These are currently held at The Vench, Lockleaze.

Ensure effective and up to date management of our equipment and the spaces we use.

Recruit and manage a team of staff and volunteers for our service.

Take overall responsibility for Safeguarding

Take overall responsibility for the Health & Safety of our service.

Contribute to our e-newsletter, website and social media through service updates.

Oversee our service booking system.

Liaising with our landlords to manage our own rental of their space at appropriate times.

Managing storage space, kitchen use and equipment within the facilities and liaise with users to ensure compliance with hiring agreements.

Be aware of and follow Incredible Kids policies.

Travelling between our sites to ensure we have the right equipment for our sessions.

Overall responsibility for implementing COVID-19 measures.

## Serving our Families

To welcome families to our sessions ensuring they are aware of the rules of using Incredible Kids service

Delivering and developing a wide programme of diverse activities and projects.

Researching, designing, resourcing and ordering play activities.

Providing emotional or practical support to families at our sessions.

Signposting families to other SEND support organisations.

Assisting the trustees in designing the service we provide and identifying gaps in service.

Making referrals to other agencies where appropriate.

Staying up to date with SEND guidelines.

SEND Legal training will be available as part of this role.

To engage children and young people in a friendly, enthusiastic and motivated way.

Supervising and contributing to the design, set up and running of play activities at our sessions, managing our session staff and volunteers to do this well.

To involve children, young people and families in the planning of activities and gathering their feedback.

Confidently providing strong customer service to our families and resolving any conflict in a professional manner.

### **Impact Measurement**

Collecting evidence of our impact from children and families using our service through interviews, observation, surveys and other innovative methods.

Liasing with our fundraiser to provide evidence of our impact on a monthly basis to support fundraising applications.

### **Management**

To manage, train and supervise our session staff and volunteers.

Manage Induction, safeguarding and DBS processes, supervision, training and development for volunteers

Manage our sessions for disabled children and their families in consultation with service users and session staff.

Conduct regular staff meetings, appraisals and one to ones and ensure effective delivery of services.

### **Skills needed**

#### **Essential:**

Experience managing and motivating a small team  
Solution focussed with excellent planning and organisational skills  
A genuine enthusiasm for the work and ethos of the charity  
Fun, creative and open minded passion for inclusive play  
Resilient and Adaptable in the face of change, challenges and opportunities.  
Self-motivated and able to work independently and in a team-oriented, collaborative environment  
Experience and understanding of additional needs and disabilities  
Strong judgment skills with decision making, organisational, time-management, interpersonal, and collaborative problem-solving skills  
Patient and tolerant personality with excellent communication skills with children, adults and staff.  
Ability to prioritize and manage competing demands requiring quick turnaround and thrive in a fast-paced, dynamic environment  
Ability to receive feedback gracefully  
Ability to prioritise Safeguarding Children and Vulnerable Adults with experience of doing so.  
Understanding of Health and Safety  
Understanding of Social Media platforms and basic wordpress.  
Minimum age 18

**Desirable:**

Current first aid at work or emergency first aid at work certificate  
Makaton Training

You are expected, at all times, to demonstrate the values and uphold the ethos of Incredible Kids. Our values include Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

How we will measure your success in your role:

360° appraisal using feedback from parents, children and other team members.  
Planned and impromptu observations, both formal and informal  
Discussions with you in your 1:1 supervision meetings

This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them.

An enhanced DBS check will be required for this role.

How to Apply:

Send a CV and covering letter to [trustees@incrediblekids.org.uk](mailto:trustees@incrediblekids.org.uk). The covering letter will form your Supporting Statement and will form the most important basis on which your skills, experience and behavioural competencies will be tested against the job criteria. Without it, your application cannot progress to the shortlisting stage.

Deadline for applications is midnight on 13<sup>th</sup> August.

We aim to inform shortlisted candidates by the 20<sup>th</sup> August.

We encourage early applications and reserve the right to close the application process should sufficient suitable candidates apply.

To have an informal chat about the role please email [jennie.prewett@incrediblekids.org.uk](mailto:jennie.prewett@incrediblekids.org.uk)