

JOB DESCRIPTION

Job title: Children's Centre Stakeholder & Community Engagement Manager
(Fixed Term Maternity Cover April – September 2021, secondment considered)

Service: Southend Children's Centres

Salary: Grade 3 Point 24 – 28

Hours: 37 hours per week, including some weekends or evenings

Location: Southend Children's Centres

Responsible to: Operational Manager

Summary of job:

To lead on engagement with partner organisations, children and their families, creating collaborative opportunities that have a positive impact for children and families living in Southend.

To establish and embed co-production opportunities that involve and make a difference to children and their families.

To work with stakeholders to increase the usage of the children's centres ensuring there is a wide range of integrated services that meet the needs of children and their families.

To work closely with the children's centre leadership team to ensure that learning and opportunities for collaborative working are maximised and embedded.

Key tasks and responsibilities:

1. To be an excellent communicator with good relationship building and influencing skills.
2. To be able to work with a wide range of stakeholders and ensure there is a collaborative and integrated approach.
3. To be able to challenge provision, practice and performance, resolve conflict and make difficult or unpopular decisions when necessary.
4. To lead on the recruitment, management and development of volunteers.
5. To use innovative methods to ensure there is co-production of services, recognising the pivotal role of families in developing integrated services that meet their needs

6. To be the champion for improving for services for children and their families in Southend and an awareness of stakeholder priorities and how these support outcomes.
7. Involve all staff in decision-making, so far as it is possible, in order that those who work in the Southend children's centres feel a sense of ownership and involvement.
8. To lead on the evaluation of children's centre services, reviewing impact and outcomes.
9. To work with the data manager to collect, analyse and manipulate data for reporting and planning purposes.
10. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information to Family Action and the Local Authority as required.
11. To work collaboratively with the children's centre leadership team to ensure that learning and opportunities for collaborative working are maximised and embedded.
12. To safeguard and promote the welfare of all children, particularly the most vulnerable in collaboration with statutory and voluntary agencies.
13. To promote and market the range of activities, delivered by the children's centres to stakeholders.
14. To maximise the use of children's centres by seeking opportunities for integrated and collaborative delivery of services.
15. To deputise for the Operational Manger where required.
16. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being people focused
 - b) Reflecting a 'can do' approach
 - c) Striving for excellence in everything we do
 - d) Having mutual respect for everyone we work with, work for and support through our services

17. To ensure the implementation of Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
18. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
19. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Education, Qualifications and Background	
1.	Educated to degree level or above with a recognised professional qualification in community engagement/development work, early years, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2.	Substantial experience of stakeholder engagement/development work.
3.	Proven experience of continuous improvement of services for children and their families in partnership with a wide range of stakeholders.
Abilities and Skills	
4.	Demonstrable ability to establish and sustain a broad range of professional partnerships.
5.	Proven ability to engage and involve effectively children and their families through highly effective co-production, collaboration and communication.
6.	Knowledge and understanding of integrated working practices and the range of services and agencies to involve.
7.	Demonstrable experience of supervising staff and volunteers, providing effective leadership, managing conflict and using negotiation skills where necessary
8.	Experience of working within a community multi-agency setting using participatory and community development methods to enable parents, carers and the wider community to participate.
9.	Understanding of the needs of parents and young children, and of the impact of disadvantage and social exclusion and a commitment and willingness to promote inclusion and equality of opportunity for all.
10.	Knowledge and understanding of legislation and statutory guidance relating to managing an institution, including equalities, Health and Safety, financial management, and an understanding of current legislation, policy, and research about the educational, developmental, health and social needs of children under five.
11.	Knowledge and understanding of SET Child Protection procedures and Working together to Safeguard Children and ability to work in accordance with local and organisational Child Protection and Safeguarding policies and procedures.
12.	To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by: <ol style="list-style-type: none"> a) Being people focused b) Reflecting a 'can do' approach c) Striving for excellence in everything we do

	d) Having mutual respect for everyone we work with, work for and support through our services
13.	Demonstrable ability to develop, monitor, evaluate and continually improve children's centre services.
14.	Ability to identify and explore funding opportunities and other sources of support to further the delivery of services.
15.	Demonstrable ability to communicate clearly and professionally through a variety of mediums with parents/carers, children and professionals and excellent verbal, listening and presentation skills, including basic IT skills.
16.	Knowledge and understanding of how to create and sustain an inspiring learning culture and of effective individual and group development through practices such as mentoring, coaching, work shadowing etc.
17.	Demonstrable experience of change management and a dynamic approach to developing the service.
18.	Willingness to work flexibly and undertake out of hours work when necessary.