

# Job Description:

## Service Manager (Southwark)

### Background of post

The Breastfeeding Network has been commissioned through the London Borough of Southwark to set-up and develop a new breastfeeding peer support service, which will include peer support in the community including groups, home visits and online support. The BfN will deliver training and supervision to provide a universal and targeted support service consisting of paid staff and volunteers, that will be well integrated and complement the work of statutory, Family Hubs and other relevant services.

### Main duties

The post holder will manage the local BfN staff team and be the lead contact for local stakeholders. The post holder will deliver the service with support from a paid local team including a Deputy Coordinator, Administrator and Paid Peer Supporters, and a team of volunteers. The Service Manager role will be expected to work independently, with close support from the BfN Programme Manager, to meet the peer support breastfeeding service objectives.

We are looking for someone to develop excellent partnership working with local partners and to recruit, support and develop the local Southwark BfN team.

### Leadership and activities

- To be responsible for delivering and developing the current service in line with the service level agreement
- Setting up new initiatives as agreed with Programme Manager and commissioners.
- To take responsibility for ensuring that staff and volunteers are appropriately supported, trained and developed to enable them to provide breastfeeding support in accordance with BfN's policy and practice
- Recruit staff as required and provide ongoing support and management, including carrying out 1:1 meetings and annual appraisals and other central staff processes.
- To recruit, manage and engage a team of BfN staff and volunteers.
- To ensure availability of breastfeeding support / cover local support groups where able and necessary
- Line manage and work with a BfN tutor to recruit and train a diverse mix of local women that reflect local communities to train as peer supporters.
- Line manage and work with local BfN Supervisors to ensure delivery of regular supervision and training sessions
- Work with the BfN Programme Manager and Commissioner to ensure the service objectives and outcomes are met
- Participate effectively in meetings with BfN colleagues, partner organisations and health professionals as necessary.
- Communicate the service and the role of breastfeeding and peer support in a clear, persuasive and empathetic manner to support public engagement information

- Develop partnerships by engaging and communicating with other organisations, including those that are least likely to access peer support.
- Evaluate the impact of the service on service users, staff and volunteers and ensure feedback informs development and service design.
- Develop and expand the use of social media and other online and virtual methods of supporting families and the use of technology in local support
- Source and support funding application processes, developing applications alongside BfN Programme Manager to develop and extend the service and BfN activities in the local area and across wider BfN work such as local tender opportunities.

### **Project Management**

- Be accountable for ensuring performance targets set by BfN and commissioners are met.
- Be accountable for monitoring of the project budgets working with the BfN finance team.
- Be accountable for overall team management
- Keep project information, data collection tools and other records up to date
- Compile quarterly and annual reports as required by the contract, including activity reports of volunteers and staff and ad-hoc reports for other partners.
- Ensure compliance with BfN policies, BfN Code of Conduct and relevant Infant Feeding and other local policies.
- Work with team members to manage local social media accounts, especially Facebook and Instagram pages used for supporting families.
- Ensure there are clear pathways for managing IG and Safeguarding issues and ensuring BfN and local processes are followed.

### **Analysis and data management**

- Maintain and develop communication systems, information sharing agreements and referral processes with the local stakeholders to continue good working relationships.
- Supervise data management including data entry, data collection, data manipulation and data and word processing.
- Assess and evaluate the effectiveness of the service using a range of qualitative and quantitative data from a variety of sources that may conflict.
- Ensure robust service data collection, evaluation, analysis for reporting purposes and to inform future work.
- Responsible for compiling and submitting reports to commissioners and BfN within timescales requested.
- Develop resources to actively promote breastfeeding peer support, peer support training and support to reach all families across the borough
- Carry out tasks related to project management such as approving expenses for staff and volunteers, dealing with venue hire/invoices, recruitment etc.

### **Equality and Diversity**

- Ensure that you, staff and volunteers understand and implement the BfN Equality and Diversity Policy and undergo BfN training in Diversity and Inclusion
- Ensure that staff and volunteers work in a way that supports inclusion and values diversity. This responsibility includes actions in relation to service users, volunteers, work colleagues, people in other organisations and members of the public.
- Identify and remove barriers to accessing support, especially for families from diverse backgrounds and where English is not their first language
- Identify and develop targeted support services to reach groups least likely to engage with the offer of breastfeeding peer support in its current form– as determined through data collected by the service.

### **Health & Safety**

- follow standard Health and Safety policies and guidelines
- undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation
- take care of your own personal safety and that of others

### **Personal**

- Maintain registration with BfN with regular supervision (if relevant) and continuing professional development

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

# Person Specification: Service Manager (Southwark)

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.

Qualifications	Essential	Desirable
Registered as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN)		✓
Completed breastfeeding support training and committed to transfer in for BfN registration		✓
Educated to degree level or equivalent experience		✓

Experience and Knowledge	Essential	Desirable
Experience of supporting mothers with breastfeeding		✓
Experience of working as a volunteer with BfN (or other organisation) offering breastfeeding support in a variety of settings		✓
Experience of working with diverse ethnic and social groups		✓
Knowledge of BfN, its ethos, policies and procedures		✓
Knowledge and understanding of the value of peer support	✓	
Knowledge of how breastfeeding can help address inequalities	✓	
An awareness and understanding of supporting equality and valuing diversity within the role	✓	
Experience of managing people		✓
Experience of managing different projects		✓
Knowledge of the local Infant Feeding culture and the specific issues that affect families across the geographical area	✓	

Skills and Abilities	Essential	Desirable
Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers	✓	
Excellent active listening skills	✓	
Ability to work effectively with all colleagues, mothers and health professionals	✓	
Excellent written and oral communication skills for a variety of audiences	✓	
Excellent interpersonal skills, including sensitivity to different perspectives, diplomacy and negotiating skills	✓	
Excellent organisational skills, including project management, prioritisation and time management skills	✓	
The ability to motivate others when problems arise through positive communication and working together to find solutions to problems	✓	
Strong budget management skills		✓
Familiarity with different social media platforms (Facebook, Instagram, Twitter)	✓	
IT skills (Word, Excel, email, office 365 and internet)	✓	
Ability to research and communicate evidence-based information	✓	

Ability to evaluate data and use the results to compile reports	✓	
A space to work at home with reliable, secure internet access	✓	
Ability to travel around the local area covered by the service	✓	