Job Description:
Service Manager (Portsmouth)

# Background of post

The Breastfeeding Network (BfN) is commissioned by Public Health within Portsmouth City Council to deliver a Breastfeeding Peer Support programme, to work alongside Public Health and the Integrated Public Health Nursing Service, plus their in-house Early Invention Service and Family Hubs offer for families.

The BfN are commissioned to deliver training and supervision to provide a service that is well integrated and complements the work of statutory and other relevant services. The post holder will be the key contact for BfN with support from the BfN Programme Manager. The post holder will be expected to work independently and part of the wider team, working closely with the Volunteer Coordinator and other members of the staff team to support and develop the service.

Role Summary

The Service Manager will lead on overall management and ongoing development of the service, collaborate with health partners, line manage staff and oversee and evaluate the programme of peer support training and supervision. They will need to have an understanding of the area and demographics plus any infant feeding challenges new families may face, as well as how BfN Peer Support services work.

# Main duties

The Service Manager role will deliver and develop the commissioned service, managing a small staff team to meet the peer support breastfeeding service objectives. We are looking for someone to continue the excellent partnership working between the BfN breastfeeding service and local partners.

**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.
* 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 policies and good 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.
* Line mange the BfN Volunteer Coordinator, Administrator, Peer Support Awareness Worker and Peer Supporters.
* To recruit, manage and engage a team of BfN registered volunteers.
* Work with local partners, BfN staff and a BfN Tutor to recruit a diverse mix of local parents, with lived experience of breastfeeding, that reflect local communities to train as Peer Supporters
* Line manage and work with local BfN Supervisor to ensure delivery of regular supervision and training sessions
* 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 with other organisations to communicate the role of breastfeeding peer support and increase access to peer support.
* Evaluate the impact of the service on service users and volunteers and ensure feedback informs development and service design.
* Continue and expand on face to face groups, 1-1 specialist support, online and virtual methods of supporting families.
* Identify and support new funding sources and projects that meet BfN strategy, working closely with BfNs Programme Manager
* Support BfN Programme Manager and the wider BfN team to support other national and local work, such as the National Breastfeeding Helpline and local tender opportunities.
* Demonstrate a commitment to BfN’s Code of Conduct and act as a role model to demonstrate good practice and behaviours
* Work with the BfN Programme Manager to ensure the service outcomes are met.

**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 reports to BfN, commissioners and other partners as required.
* Ensure compliance with BfN policies, BfN Code of Conduct and relevant Infant Feeding and other local policies.
* Work with team members to set-up and manage local social media accounts used for supporting families.
* Ensure there are clear pathways for managing Information Governance 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
* 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:

**The following criteria will be used to help us assess candidates for this role. 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.**

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| Essential |
| * Educated to degree level or equivalent experience
* Experience of working with diverse ethnic and social groups
* Knowledge of BfN, its ethos, policies, procedures and commitment to its Code of Conduct
* 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
* Knowledge of the local Infant Feeding culture and the specific issues that affect families across the geographical area
* Excellent leadership skills including the ability to motivate and manage a team of staff and volunteers
* Ability to work effectively with all colleagues, service users and health professionals
* Excellent written and oral communication skills for a variety of audiences
* Excellent interpersonal skills, including listening skills, sensitivity to different perspectives, diplomacy and negotiating skills
* Strong networking and relationship building skills
* Excellent organisational skills, including 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
* IT skills (Word, Excel, email, PowerPoint, office 365 and internet)
* Ability to evaluate data and use the results to write and present high quality reports
* A space to work at home with reliable, secure internet access
* Ability to travel around the local area covered by the service
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| Desirable |
| * Completed recognised/accredited breastfeeding support training
* Registered / willing to transfer in as a Breastfeeding Helper or Supporter with The Breastfeeding Network (BfN)
* Show evidence of continued professional development and ongoing learning within infant feeding
* Experience of supporting parents with breastfeeding
* Experience of working as a volunteer with BfN (or other organisation) offering breastfeeding support in a variety of settings
* Familiarity with different social media platforms (Facebook, Instagram, Twitter)
* Experience of managing different smaller assignments within a wider project
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