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| **Job Pack: Head of Community-Based Information, Advice, and Family Support Services**    Thank you for your interest in working for Contact. The job pack consists of the following documents:   * Guidance Notes * Job Benefits Details * Equal Opportunities Monitoring Form * About Contact   The closing date for applications is **9am, Monday 14 July 2025**  **Please return a completed application form along with an equal opportunity monitoring form by the date stated above.**    It would be helpful if you could save your documents in the following format ‘*yoursurname*appform.doc’ and ‘*yoursurname*equalopps.doc’.  This is so that we can identify them easily in a group of applications and cut down on the processing time in sending them to the panel.  If you do not hear from us by the interview date it does mean that we have not been able to include you on our shortlist.  Completed applications should be emailed to: [recruitment@contact.org.uk](mailto:recruitment@contact.org.uk) or sent by post to:  HR Recruitment  G07  50-52 Wenlock Studios  London  N1 7EU |

**Guidance Notes for Applicants**

**Filling in the application form**

* Please complete all parts of the application form. (**CVs will not be accepted in place of an application form).**
* Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
* Give full details of your duties in your present or most recent job. This may be a voluntary role. Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
* Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
* Check the closing date to allow time for your application to reach us.
* We suggest you keep a copy of your completed application.
* Contact does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

**Short-listing**

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed. The short-listing panel will not have access to the monitoring details you provide.

**Disabled candidates**

Contact welcomes applications from disabled candidates. Please make us aware of any reasonable adjustments we may need to make for you as a disabled person and particularly address any special requirements you may have if you are invited for interview.

**Equal Opportunities Monitoring**

For statistical purposes please complete and return the monitoring form. As stated above the form will be detached from your application form before the short-listing exercise.

**Criminal Record Declaration and the Criminal Records Bureau & Central Registered Body in Scotland Disclosure Service**

The declaration must be completed. Contact is an organisation that provides services for families of children with disability. You will appreciate therefore, that Contact must be particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve contact with children or supervise those who have contact with children, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children. Seeking this information is not, in anyway, to reflect upon applicants’ integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

If you wish to check any aspect of this, further details are available on the DBS website www.dbs.gov.uk or their DBS information line 0870 909 0811. The declaration form is not part of the short-listing process

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application, the Disclosure or monitoring processes, or require any further general guidance or information about Contact please contact a member of our Human Resources Department 020 7608 8766 or email** [**recruitment@contact.org.uk**](mailto:recruitment@contact.org.uk)

Thank you for applying to Contact.

**For all applicants**

**Criminal Records Declaration**

It is Contact policy to carry out a CRB check on all staff. Under the Rehabilitation of Offenders Act 1974, you are required to give details of any current convictions which are not classed as ‘spent’. Failure to disclose relevant information may lead to the withdrawal of an offer of appointment or if employed, dismissal.

**(this document is not included in the short-listing process)**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| **Do you have any current/previous criminal convictions or any pending cases? (Do not include any convictions that are now 'spent' under the Rehabilitation of Offenders Act 1974)** | | | |
| **NO**  Please indicate in box |  | **YES**  Please indicate in box |  |
| If 'Yes', please give details, including dates, in the space below (continue on a separate sheet if necessary): | | | |

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Completed forms to be returned to: **Human Resources Department**

**Contact**

**G.07 Wenlock Studios**

**50-52 Wharf Road**

**London**

**N1 7EU**

Or email to: recruitment@contact.org.uk

**Job** **Benefits Details**

**Contract**

**Salary**

£52,395-£56,606 pro rata, including Inner London Weighting

**Annual Leave**

* 25 days pro rata per annum plus one extra day for each completed year of service up to a maximum of 30 days after five years’ service. Holiday year runs January – December.

**Concession Leave**

* 3 days a year for the period of office closure between Christmas and New Year. Pro rata for part time employees.

**Hours of Work**

* **25 hours per week**. Normal office hours are observed but flexibility can be arranged in most areas of work. Family Friendly and Work Life Balance policies are observed.

**Pension Scheme**

* Auto-enrolment pension scheme. Matched contribution rate for employee and employer of up to 5%.

**Employee Assistance Programme**

* Covering employees and their families, a full EAP free counselling service is provided through Health Assured.

**Season Ticket Loan**

* Yearly season ticket purchases available after six months satisfactory service, repayable over a ten-month period.

**Contact**

**Equal Opportunity Monitoring Form**

The completion of this form is voluntary, but the information it contains helps us to monitor and improve our equal opportunities policies and procedures. **This sheet is removed from the application form before the short-listing process, thus ensuring that all short-listing is based on merit.**

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| 1. **Full Name:** | |
| 1. **Job Applied For:** | |
| 1. **Date of Birth** | 1. **Marital Status** |
| **5. Gender: Male / Female**  **(delete as appropriate)** | **6. Nationality:** |

**7. I belong to the following ethnic grouping: (tick as appropriate)**

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| **A: White**  A1: British  A2: Irish  A3: Any other white background (please specify) | **B: Of Mixed Race:**  B1: White and Black Caribbean  B2: White and Black African  B3: White and Asian  B4: Any other mixed background (please specify) |
| **C: Asian or Asian British:**  E1: Indian  E2: Pakistani  E3: Bangladeshi  E4: Any other Asian background (please specify) | **D: Black or Black British:**  D1: Caribbean  D2: African  D3: Any other black background (please specify) |
| **E: Chinese:** | **F: Any other ethnic group** (please specify) |

Please note that Contact is committed to making reasonable adjustments to allow candidates with a disability to meet the requirements of the role.

**8.** Do you consider yourself to have a disability? Yes / No

1. Do you have any disability for which special arrangements should be made, either in an

Interviewor employment situation? If so, please specifythe nature of the disability and your requirements:

**10.** Are you a carer of a child under the age of 18: Yes / No

I understand that this information may be stored and processed as part of the Contact Monitoring of equal opportunities, and I give my consent to my details to be used for this purpose.

**Signed: ……………………………………………. Date: ……………………………………**

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**About Contact**

**About Contact**

**Contact** is a UK-wide registered charity, established in 1979 to support families whose children have a disability. Contact improves the lives of all families with disabled children. With them, we transform their lives, break down barriers and tackle disadvantage through ambitious, collaborative and innovative work. We make a real and lasting impact and are a force for positive change. Charity number 284912 (England and Wales)

Contact has a head office in Central London; local project offices in some London boroughs and home-based staff and volunteers across the UK, with small homebased teams in Scotland, Wales and Northern Ireland.

[**Our national advice, information and support service**](https://contact.org.uk/advice-and-support/)  
Contact has a range of advice and information resources, and digital content including education, benefits and finances, childcare, social care, diagnosis, medical information and more.

[**Our helpline**](https://contact.org.uk/advice-and-support/our-helpline/)Contact provides afree national helpline for parents of disabled children offering advice and information on the issues affecting their daily lives.

[**Our national programmes**](https://contact.org.uk/advice-and-support/local-support/our-programmes/)  
Contact runs a range of programmes across the UK, including information sessions, workshops, drop-ins in hospitals and parenting courses.

[**The Fledglings shop**](https://fledglings.org.uk/)  
Our Fledglings shop sells toys, clothing and sensory products that make life a bit easier for parents and more fulfilling for their child.

[**Campaigns & research**](https://contact.org.uk/get-involved/campaigning/)  
Contact campaigns with families to remove the barriers they face every day and conduct research, so we understand the scale of the issues families face.

[**Parent carer participation**](https://contact.org.uk/what-we-do/parent-carer-participation/)  
Contact is the Department for Education's parent carer participation delivery partner in England, helping parents work together with professionals to make improvements to local services

**About the Role**

We are looking for a dedicated and talented leader with experience of leading a portfolio of community-based information, advice, and support programmes, with funding from a diverse mix including statutory, trusts and corporates. The role is part of the senior leadership of our Information, Advice and Family Support Directorate, which consists of three other Heads of Teams and a Director. The role joins other Heads of Teams and Directors across Contact as a member of the Joint Leadership Team. This vacancy arises as a result of internal promotion.

This role will oversee and line-manage our four London information, advice and family support projects, with line-management responsibility for four project managers. The post-holder will be responsible for ensuring that our teams deliver excellent support to families with disabled children, working to provide innovative and responsive services in co-production with parent-carers. The post-holder will work with deep understanding of the unique needs of parent-carers, and commitment to Contact’s strategy ambition to end the battle for help and support so that all families with disabled children and those with additional needs can live a joyful family life.

We’re looking for someone with a track record of delivering information, advice and support services to target and within budget, and experience of building excellent relationships with statutory and other funders, including writing reports, analysing data and contributing to fundraising bids. The ability to create, monitor and manage budgets and confidently use Excel is a key part of this role.

Contact’s London offices hold the Advice Quality Standard (AQS) and the post-holder will work with colleagues to ensure compliance with our quality processes, and lead our audit in Autumn 2025.

As part of Contact’s strategy to end the battle for help and support, the post-holder will work with colleagues to find and test new ways to reach more parent-carers, reducing barriers and increasing the impact and accessibility of our information and advice services. This will include leading on strategy workstreams.

**Job Description**

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| **Job Title:** | | **Head of Community-based Information, Advice and Family Support Services** |
| **Responsible To:** | | Executive Director of Information, Advice and Family Support |
| **Team Membership:** | | Information, Advice and Family Support Directorate |
| **Location:** | | Based in London, working from Head Office at Wenlock Studios and our services across London. Occasional travel outside of London |
| **Salary:** | | £52,395-£56,606 pro rata, including Inner London Weighting |
| **Hours of work:** | | 25 hrs per week |
| **Purpose** | | * Line management of managers of community information, advice and family support projects * Ensure high quality and effective information and advice services, casework and workshops are planned and delivered through community-based family support services. * Identifying new opportunities for programme development, including service design, planning and evaluation |
| **Liaising with** | | * Executive Director of Information, Advice and Family Support * ELT * Other Heads of Teams within the Information, Advice and Family Support directorate as well as across the organisation * London Project Managers * Other teams across Contact, including Income Generation, marketing and communications * Local Authorities, Schools, NHS, Voluntary organisations and funders |
| **Responsibilities** | | **Service Delivery**   * Line-manage the Community-based Information, Advice and Family Support projects managers, setting standards for excellent line management, and managing performance to achieve maximum benefit for parent carers * Ensure services provided are high-quality and delivered in compliance with the Advice Quality Standard (AQS) requirements, including leading AQS audits to maintain this accreditation * Ensure that Contact’s policies are implemented across the Community-based Information, Advice and Family Support projects, to ensure that risks are managed appropriately * Identifying opportunities to expand and innovate to meet the needs of parent-carers * Ensure that each Project engages effectively and in co-production with families in the planning and delivery of its work; * Ensure opportunities to work in partnership with other organisations or services are pursued where this will benefit parent carers * Lead in sharing best practice with colleagues, in line with Contact’s values, and to be up to date with developments in external practice and public policy * Ensure teams’ work leads Contact’s organisational ambition in reducing race inequality, reduce discrimination and barriers to access to services * Work collaboratively with other teams across the organisation in developing impact measurement, and sharing insights to support campaigning and business development   **Funding and Financial Management**   * Maintain positive relationships with statutory (LA & NHS) Commissioners, voluntary sector partners and other funders, to secure funding for the continuation and development of services to families * Responsibility for overall financial management and budgeting across all projects sitting within the team, ensuring that each project team plans, budgets, monitors and evaluates its work effectively * Lead and contribute to written delivery and financial proposals for funding applications and cases for support where appropriate, including seeking potential new opportunities for community-based support within and outside London   **Strategy and Innovation**   * Lead and contribute to information, advice and support strategy programmes including defining our service portfolio, measuring impact, and innovating our offer. * Support individual project managers to increase variety and innovation in service delivery programmes * Ensure teams’ work leads Contact’s organisational ambition in reducing race inequality, reduce discrimination and barriers to access to services * As a member of the Heads of Teams group and Joint Leadership Team, lead and contribute to cross-organisational strategy development projects   **Other**   * Any other reasonable duties as considered required for the role |
| **General** | | 1. Contact’s aims and objectives are set out in our current strategic plan. The post-holder will be expected to work within these aims, as well as Contact’s documented policies and procedures 2. The post-holder will be expected to assist with any reasonable administrative duty at the request of the line manager 3. All members of staff are expected to participate in team meetings and training relevant to their specific responsibilities 4. All staff are offered and expected to take up supervision, support and annual reviews including of their training and personal development needs |
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| **Person specification – Head of Community Based Information, Advice and Family Support** | |
| **Our Values** | **Families at Our Heart**   * I work tenaciously to understand the issues families face so that my work enables and supports colleagues in family facing roles * I instill a strong culture of families of being at the heart of my teams’ work   **Trusted**   * I look for opportunities to build trust with families, colleagues, and partners by being open, honest, and compassionate * I am non-judgmental when working with others and stay focused on respecting what they bring and the skills they offer * I persist in the face of challenges, stay focused on my   responsibilities and commitments, and the need to keep others aware of any issues  **Empowered**   * I work inclusively with colleagues, partners and families, whilst balancing deadlines, to drive things forward and get things done * I am not afraid of managing conflicting views and can work proactively to find constructive ways forward * When leading work, I focus on empowering and supporting others people to feel confident in taking positive, bolder actions   **Bold**   * I step up to tackle challenges and am not afraid to seek support when needed * When I get knocked off course, I focus on the outcomes we we are aiming for to help me adapt and respond flexibly and learn from mistakes * When leading work, I ensure people feel supported to take risks or experiment, and if things don’t go well, I help them to identify why it went wrong, and to collectively learn from mistakes |
| **Essential skills, knowledge and experience** | * Experience of leading in a service delivery role at a senior level in a collaborative organisation * The ability to forge, maintain and develop strong working relationships with Commissioners, funders, statutory and voluntary agencies and Parent Carer Forums * Experience of community-based service delivery * Strong communication skills – the ability to communicate effectively with a range of audiences * Excellent people management skills and the ability to develop and maintain a high performing team and culture * Track record of developing new services and initiatives, informed by the wants and needs of service users * Experience of leading, managing and developing staff * Experience of leading a portfolio of services, delivering on time and within budget * Experience of working with parent carers of disabled children or similar relevant experience * Knowledge of the issues affecting disabled children and their families. * Financial literacy – ability to create and monitor budgets * A practical working knowledge and experience of effective safeguarding policies and practice. * An understanding of the principles of monitoring and evaluation and impact measurement * Strong writing skills, in particular for funding applications and reports for statutory commissioners, corporate and grant funders * Commitment to ensuring best practice for EDI and safeguarding children and vulnerable adults |
| **Desirable skills, knowledge and experience** | * Experience or knowledge around working with volunteers * Experience of delivering information and advice services * Experience of working within quality accreditation requirements * Experience of facilitating and chairing meetings and/or workshops * Experience of delivering local government/NHS funded programmes |

June 2025

This is a description of the job as it currently stands. It is the practice of the organisation to periodically examine job descriptions (especially during the Annual Review process) and to update them to ensure that they relate to the role as it is being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in discussions with your line manager and to help rewrite your job description to bring it up to date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description after full consultation with you.