

Job Description

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| Job Title | Family Hub / Children's Centre Manager |
| Directorate | Children and Young Peoples Services |
| Service Area | Family Help: Children's Centres & Family Hubs |
| Grade | 10 |
| Competency Level | 2 |
| Salary | £56,673 - £62,580 |
| Job Type | Office Based |
| Location | Variable |
| Disclosure and barring service (DBS) | Enhanced (Child workforce and Child barred List) |
| Job Evaluation Ref No | A9853 |

Job Purpose

To lead and manage a designated Children's Centre / Family Hubs, ensuring the delivery of a high-quality, integrated offer for families in line with Liverpool's Best Start in Life model. The role is accountable for developing and implementing an improvement plan, driving continuous service development, and working collaboratively with managers and partner agencies. It also upholds the City Council's vision, values, and best-value principles in all aspects of planning and delivery.

Directly Responsible For:

Children's centre core staff team, Bambis staff, seconded staff, students, volunteers

Directly Responsible To:

Head of Service or Service Manager Early Years / Children's Centre & Family Hubs

Main Areas of Responsibility:

- The Family Hub / Children's Centre manager is responsible for managing specific family hubs/children's centres within the service. The Family Hub / Children's Centres manager reports to and works with, a designated service manager, responsible for a range of services and functions, and will work with other managers across the service and with other agencies in order to deliver a service.
- The Family Hubs / Children's Centre manager is responsible and accountable for producing a centre/hub improvement plan, to support the continuous improvement of services and long term outcomes for families.
- The Family Hubs / Children's centre manager is responsible and accountable for the delivery and monitoring of the children centre offer across Liverpool's Best Start in Life

Family Hub model ensuring that all services both universal and targeted are cohesive and integrated. Ensuring that standardised services detailed within the Children's Centre / Family Hubs Best Start in Life Family Hub conditions of grant are developed delivered and evaluated across the footprint.

- The Family Hubs / Children's Centre manager is responsible for promoting the City Council's vision and values and ensuring that all work in the development and delivery of business plans is carried out within the best value framework
- The Family Hubs / Children's Centre manager is responsible and accountable for leading and managing staff teams through a performance management framework and promoting equality of opportunity in all aspects of their work.
- The Family Hubs / Children's Centre manager must demonstrate in their behaviour and attitude, the vision and values of the City Council. The role carries responsibility for demonstrating that Liverpool City Council is a good employer, intending to deliver quality services.
- To manage referrals and to be accountable for all work allocation and to ensure the continuation of services and the allocation of work in the event of the non-availability of practitioners
- To manage services within the law, statutory guidelines, and City Council procedures, in particular the Children Act 1989, the framework for the Assessment of Children in Need and working together to safeguard children 2024.
- To provide management oversight, ensure that case records are maintained and that plans are formulated, recorded, implemented, regularly reviewed and monitored in line with agreed timescales.
- To build and sustain partnerships with partner agencies in order to ensure the Children's Centre / Family Hubs effectively delivers services for parents to be, parents and children across the footprint area.
- To manage and co-ordinate as appropriate, the delivery of activities/programmes with agreed partner agencies e.g., parenting, breastfeeding support, health promotion programmes, training and employment support, childcare options, school readiness activities and programmes.

- To lead and implement a strategy to ensure inclusion of all children and families living in the footprint area.
- To work with partner agencies to ensure early identification and intervention for families requiring support in order to promote family well-being and prevent statutory intervention.
- To work with the Family Hub Transformation manager to support the delivery of the city's Best Start in Life Family Hubs programme supporting families from conception to age 19 (or 25 with SEND).
- To play an active role in the development and maintenance of local community consultation, participation and involvement with Family Hub to improve accessibility to services for all families in the local area and target additional resources for families in greatest need.
- To work with the Family Hub Transformation Manager to contribute to the development of local Family Hub operational plans, which will be informed by national guidance, performance indicators and local intelligence
- To work with the Children's Centre / Family Hubs Service Managers to contribute to the development of local protocols, procedures and service level agreements with key partners to enable the use of Family Hub buildings to deliver services and support integrated working.
- To participate in multi-agency groups to help shape the integration and improvement of family services at a neighbourhood level promoting a culture of no wrong door.
- To develop and strengthen relationships with key stakeholders within the neighbourhood to support a whole family approach, including convening Family Hub partnership meetings
- To be responsible for ensuring the implementation of safeguarding procedures across the services operating within the Children's Centre / Family Hub. To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken.
- To comply with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken

in accordance with health and safety legislation, codes of practice, and the City Council's safety plan.

- To promote parental and community involvement and ensure that services provided by the children centre are responsive to local need and customer driven.
- Communicate widely and regularly with customers/service users and the media.
- Contribute to effective working with elected members.
- Undertake the role of liaison officer or casework co-ordinator as part of the emergency plan.
- To work in a flexible way, including travel and flexibility of working hours in accordance with agreed working arrangements, including occasional evenings and weekends.
- Implement a performance management framework to ensure continuous improvement.
- To lead and implement a quality assurance framework, that evaluates and monitors Children's Centre / Family Hub services.
- To create an outcome-focused environment of continuous improvement.
- Undertake strategic tasks allocated by the service manager.

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.
- Health and safety, recruitment, staff development, induction, planning for training, attendance at work, sickness absence monitoring and management, discipline and grievance, performance management, the investigation of complaints and exit interviews.
- Creating a safe and positive work environment free from bullying and harassment and to promote family friendly policies.

- Ensuring all staff are aware that they have a duty to report any concerns, allegations or disclosures of abuse, and that the response is consistent.
- Ensuring regular contact and reporting sessions with line managers are carried out within the team.
- To line manage and provide effective case supervision for the children centre staff team, including staff seconded from other organisations.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation
- Include details of the value of budget/financial responsibility and what this budget should be use for

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job entails some standing and sitting and working with young children

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **please insert competency level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree or NVQ level 4 or HV Dip., level 4 in either of the following: Early Years Child Care and Education, Social Work, Health Visiting or an equivalent level of qualification in childcare. **A**

Desirable

- Management Training e.g NPQICL

Experience

Essential

- Experience of working within children's services/early years/primary education or child health. **A**
- Experience of successful partnership working, including statutory agencies. **A/I/P**
- Experience of multi-agency working and co-ordinating multi-disciplinary initiatives. **A/I/P**
- Experience of working with schools, childcare providers, and community-based programmes. **A/I/P**
- Experience of community/parental involvement and capacity building. **A/I/P**
- Experience of implementing strategies and setting guidelines. **A/I/P**
- Experience of producing and presenting accurate, clear and concise reports. **A/I/P**

- Experience of providing case supervision, line management and developing a staff member/team. **A/I/P**
- Experience of working with socially excluded and hard to reach families. **A/I/P**

Skills/Abilities

Essential

- An ability to liaise with and co-ordinate work across a number of professional agencies **A**
- An ability to motivate others and provide leadership **.A/I/P**
- An ability to set achievable targets and work plans to obtain required outcomes **A/I**
- An ability to monitor and analyse data in order to measure the effectiveness and efficiency of service delivery **A/I/P**
- An ability to communicate clearly and effectively both verbally and in a manner that promotes understanding **A/I/P**
- Excellent negotiation and problem-solving skills **A/I/P**
- An ability to manage conflict **A/I**

Desirable

- An ability to consult, listen and work collaboratively in order to deliver services which are customer focused and provides best value
- An ability to use ICT
- An ability to manage budgets

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to the services aims, objectives and principles

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (Enhanced) **A/I**
- A flexible, positive, proactive and creative approach to service delivery **A/I**
- A knowledge and understanding of recent Government legislation, policy and guidance in relation to children, young people and their families, including safeguarding issues and procedures **A/I**
- Willingness to work occasional evenings and weekends **A/I**