

SERVICES & SAFEGUARDING MANAGER

Salary: £30,000 - £34,000 FTE per annum (gross), dependent on experience

Contract Type: Permanent

Location: Unit G, Queens Road, Barnet, EN5 4DJ

Hours: 28-35 hours per week, across 4-5 days

Reports to: Head of Operations

Additional Requirements: This role will require a DBS check

We welcome applications from candidates looking to work between 28–35 hours per week. Please let us know your preferred working pattern during the interview. Unfortunately, due to the nature of the role, we cannot accept applications from candidates looking to work less than 4 days a week.

About Sebby's Corner

Sebby's Corner is based in Barnet, EN5 and our aim is to ensure that no child goes without the basic essentials they need to thrive. We supply items such as clothing, nappies, formula and baby equipment to local families living in poverty. Families in need get referred to us by social workers, health visitors, family support workers, midwives and other professionals from our 800-strong referral partner network.

We also offer school uniform support in the summer and a Birthday Club that ensures children have the chance to celebrate with gifts, balloons and a cake. At Christmas, we host a festive shop where families can choose presents for their children, giving children the chance to have a Christmas just like their peers.

We're a passionate team making a tangible difference in the lives of vulnerable children and we'd love you to join us.

Purpose of role

We are looking for an empathetic, organised and proactive Services Manager to join our team. This role will oversee the day-to-day delivery of Sebby's Corner's core support services, including Essentials Support Collections, our New Parent Baby Essentials Experience, and seasonal programmes like School Uniform Support and Christmas Support.

You will work closely with referral partners, families and our internal team to ensure that every interaction is positive, dignified, and effective. You'll also take the lead on safeguarding and be responsible for signposting families to external support where appropriate.

Key Tasks and Accountabilities

Service Delivery

- Guiding families during their *New Parent Baby Essentials Experience* appointment, helping them choose the items they need for their baby. Ensure clients feel supported and empowered when choosing items.

- Coordinate logistics, appointments, stock, and setup for our two seasonal services within a set timeline and budget - *Christmas Support* and *School Uniform Support*.
- Manage the booking system across our services.
- Ensure families and referral partners have a welcoming and respectful experience at the hub.
- Support complex referrals and work alongside the Referrals Coordinator to meet urgent or sensitive needs.
- Supporting our Referrals Co-ordinator with the *Essentials Support* service during busy periods to ensure families and referral partners who are collecting receive a positive and dignified experience and receive the items they requested.

Impact & Evaluation

- Gather and respond to feedback from families and volunteers to improve future service delivery.
- Provide reporting and statistics for impact reporting.

Referral Partner Engagement

- Act as a main point of contact for referral partners and schools.
- Onboarding new referral partners by providing clear information about service criteria, availability, and referral processes.
- Deliver briefings, training sessions, and guidance materials to improve referral quality and understanding.

Signposting & Partnerships

- Help families access additional support by providing signposting to trusted local services.
- Maintain a regularly updated resource list on the website and collaborate with partners to expand support options.
- Promote and lead on our Service Delivery partnerships such as educational workshops with Parent Learning Platform and antenatal classes with All About Babies and encourage family engagement.

Safeguarding

- Serve as Designated Safeguarding Lead (DSL) and first point of contact for all safeguarding concerns. Make onward safeguarding referrals via MASH where necessary.
- Ensure all staff and volunteers receive appropriate safeguarding training.
- Create a culture of safety and openness, where concerns are raised and addressed appropriately.

About your skills and experience

Essential

- Experience in service delivery or frontline support

- Strong organisational and proactive time management skills
- Excellent written and verbal communication
- Ability to remain calm and compassionate in challenging situations
- Confident managing sensitive information and safeguarding procedures
- Strong team player with a flexible, solutions-focused approach

Desirable

- Experience working with vulnerable families or in a community setting
 - Knowledge of safeguarding frameworks and referral processes
 - Familiarity with CRMs such as Salesforce and translation tools such as Language Line
 - Experience building and maintaining community partnerships
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What we can offer

Salary and pension

The salary range for this role is £30,000 - £34,000 FTE per annum (gross), dependent on experience and pro-rated if you work part-time. If eligible to join the pension scheme, we will match your contributions by 5%.

Annual leave

You will be entitled to 25 days of annual leave plus bank holidays (pro-rated for part-time roles). We usually close between Christmas and New Year without this time coming off your annual leave allowance.

Application process

The deadline for applications is 12noon, Friday 25th April 2025. Applications will be assessed on a rolling basis so we encourage you to apply early. We reserve the right to close applications before the deadline date if we find the right candidate.

To apply, please email your CV and your answers to the 3 questions below to bianca@sebbyscorner.co.uk. Please use no more than 300 words for each question:

1. Why do you want to work for Sebby's Corner and what about our work inspires you?
2. What experience do you have managing or delivering support services, and what are you most proud of?
3. What three words would your colleagues use to describe you, and why?