



Safe Families

South Business Support Co-ordinator

INFORMATION PACK

APPLICATION DEADLINE

Monday 04 March

**NO
ONE
SHOULD
FEEL
ALONE**

Safe Families for Children is a Registered Charity in England and Wales No. 1150405 and Registered Charity in Scotland No. SC048207 and Company Limited by Guarantee Registered in England and Wales No. 08134971. The Registered Office is 4 Diamond Court, Kingston Park, Newcastle upon Tyne, NE3 2EN.

INTRODUCTION

Thank you for your interest in the South Business Support Co-ordinator post. This information pack outlines the role and provides information about Safe Families and includes:

- An introduction to Safe Families and the South & South West region
- Job Description
- Person Specification
- Essential employment information

Safe Families believes no one should feel alone. We exist to create connection because everyone deserves to belong.

We are a fast growing team of 170+ staff and 5,000+ volunteers offering hope, belonging and support to children, families and care leavers. We do this primarily, but not exclusively, with and through local churches.

Everyday I hear stories where families lives are transformed through a volunteer offering hospitality and belonging - simply being there for someone who needs a friend. We are driven by these acts and the

stories that result.

We are looking for people who embody our values to become part of our thriving, innovative team dedicated to empowering churches and volunteers to make a real difference.

I care deeply about Safe Families being a place where you can bring your whole self to work and believe that having a loving and supportive work environment is vital to our own ability to belong to the teams we are part of.

We are passionate about increasing the diversity of our team particularly with respect

to representation from those who have lived experience with the social care system as well as black and minority ethnic groups. I believe that diverse teams are more effective teams.

I'm excited you are exploring joining our team and we look forward to getting to know you, Love,

Kat x

Kat Osborn
CEO Safe Families



OUR VALUES



LOVE

LOVING ABUNDANTLY

Supporting with hope, generosity and dignity



BELONGING

BUILDING COMMUNITY

Establishing positive relationships that bring security and connection



EMPOWERMENT

ENABLING POTENTIAL

Confident everyone has the ability to thrive



FAITH

TRUSTING BOLDLY

Believing lives can be transformed and in a God who can do more than we can ask or imagine



HUMILITY

SERVING TOGETHER

We know we can't do it alone, so we invest in strong, honest and honouring partnerships



SAFE FAMILIES IN THE SOUTH WEST REGION

The South Region covers the south of England; spanning from East Sussex to Plymouth. We currently have 9 partnerships with a range of Local Authorities.

The regional team is made up of about 30 members of staff and we have a resource bank of approximately 630 volunteers. In the last twelve months the South Region has provided support to approximately 300 families.

You will be part of a caring and supportive team, who are all dedicated to empowering volunteers to make a real difference in the lives of families in the South of England and across the UK.

CHRIS ALLCOCK
Programme Director



ACROSS THE UK

Since beginning in the UK in 2013 Safe Families has seen:

9,503
Families supported

10,240
Bed nights

1,370
Churches & community groups

22,023
Children benefitting

5,383
Volunteers

57
Partner Contracts

Figures accurate to 1st February 2024





Tam's Story

Tam had 2 young children when she needed to move into temporary accommodation for her and the children's safety. She grew up in care and had no support network but desperately wanted to do the best for her children.

Safe Families were able to put 5 volunteers from 2 local churches around Tam and over a period of 18 months. They all played different roles in helping her gain the confidence she needed to start to thrive.

Peter and Vivienne would help look after the children and became like the grandparents they never had.

Ray and Sue helped Tam find a home and taught her how to look after the garden – they even built a shed together.

Mary would grab shopping for Tam and be someone she could speak to when she needed to connect.

Tam said “They were so supportive. I couldn't ask for more. When you are in a bad place they help make it positive. So you're not on your own.”

WATCH TAM'S STORY

Scan the QR code or visit
safefamilies.uk/tams-story



OVERVIEW OF SOUTH BUSINESS SUPPORT CO-ORDINATOR

- Do you enjoy creating processes to support the effectiveness of teams?
- Do you enjoy administration to support others to be the best that they can be?
- Do you like networking and like to help to tell stories through data?
- Are you professionally curious?

The Business Support Co-ordinator is a key enabling role which supports Safe Families to grow and maintain our work across the South Region. Your responsibility will be to work alongside the regional Programme Director (PD) and Business Development Manager (BDM) to ensure the success of our funded partnerships with schools, foodbanks and local authorities, ultimately ensuring that more families are connected into relationships that bring belonging and hope.

Your role will involve you liaising with existing partners and supporting the development of relationships with new partners across areas such as Local Authorities, Education and Community. You will be following up on requests for meetings, compiling data, writing reports and supporting effective and efficient decision making. This role requires you to create processes to help the effectiveness of team.

You will ensure the smooth and efficient functioning of the 3 hub teams based in various offices across the region, enabling them to be fully supported and able to thrive. In the quieter weeks of partnerships support, you will support the referrals team with their initial assessments of families.

In every communication and interaction, you will represent the values of Safe Families. This role is ideally suited to a people person who loves building and maintaining relationships with lots of different people, someone who enjoys a busy work environment, who naturally develops efficient working systems and can juggle competing priorities with ease.

EMPLOYMENT INFORMATION

JOB TITLE

South Business Support Co-ordinator

LOCATION

Based out of our Southampton office. Flexible remote working available for some hours a week.

CONTRACT TYPE

This is a permanent contract. Subject to continued partnership funding.

HOURS OF WORK

Part time 0.8 (30 hours)

START DATE

Apr-24

REPORTS TO

Business Development Manager

SALARY

£23,640 - £24,691 FTE (pro rata'd to 0.8 = £18,912-£19,752). Dependent on skills and experience.

HOLIDAY ENTITLEMENT

33 days Pro-rata'd to 0.8=26.5(inclusive of bank holidays). All staff receive an additional day of leave on their birthday.

EMPLOYEE BENEFITS

After three months automatic enrolment into a generous salary sacrifice scheme with Aegon Retirement Choices. YuLife (Life insurance) and access to the employee assistance programme.

PERIOD OF NOTICE

One month's notice by either party, following a successful probation period.

ROLE RESPONSIBILITIES

BUSINESS SUPPORT (APPROX. 60% OF THE ROLE)

1. Attend and actively participate in team meetings and other meetings as required by the Business Development Manager ensuring accurate minutes are taken and any requested reports are provided.
2. Responsibility to support the regional leadership team in compiling data for quarterly and annual performance reports for each contract and proofreading final reports to ensure accuracy and quality.
3. Where necessary operate as the Safe Families contact with Local Authority commissioning partners
4. Respond to requests for data and information from partners as and when required.
5. Where appropriate attend quarterly review meetings, ensuring any actions following meetings are completed by the relevant person.
6. Gathering longitudinal data with local authority partners to see the long-term impact of Safe Families support for families.
7. Ensuring all contract paperwork is agreed and signed with funding partners.
8. Organise documentation within Sharepoint.

OFFICE AND REFERRALS TEAM SUPPORT (APPROX. 40% OF THE ROLE)

9. Have oversight of all the regional office rental agreements and invoicing, office equipment and communication rentals, liaising directly with the Head of Solutions and IT and the Financial Controller
 - ensuring the team has the necessary access to office buildings
 - ensuring adherence to necessary health and safety measures and promoting this regularly within the team
 - ensuring good relationships with other building users
10. Referral screening and information gathering. This entails developing an “Initial Family Picture” which is used to ensure incoming referrals are suitable for support. It involves gathering and recording information to complete a risk assessment and an initial picture of the family’s circumstances. It also involves using professional curiosity to explore unknowns by liaising with other agencies (e.g. schools) who may hold additional relevant information to enable robust risk decisions to be made. Excellent verbal and written communication are necessary.
11. Coordinate the organisation of regional staff events (full team meetings, away days etc) and support with administrative tasks.
12. When required, ensure national communication is effectively disseminated across the region.

TEAM CULTURE

13. Being a champion and advocate for the compassionate ethos and values of Safe Families which is rooted in the historic Christian tradition of showing kindness and hospitality to those in need.
14. Participate in the wider team life of Safe Families, which may include occasional out of hours events such as volunteer evenings, training days and staff conference away days.
15. Participate in the local and wider Safe Families team networks, sharing good practice and supporting other colleagues. This may include completing crossover tasks as required which are within your skill set and agreed in discussion with your line manager.
16. Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses.

PERSON SPECIFICATION

1. IN ALL INTERACTIONS AND SERVICE, TO MODEL THE VALUES OF SAFE FAMILIES:

- Love. Loving abundantly – Supporting with hope, generosity and dignity.
- Belonging. Building community – Establishing positive relationships that bring security and connection.
- Faith. Trusting Boldly – Believing for lives transformed and in a God who can do more than we can ask or imagine.
- Empowerment. Enabling potential – Confident everyone has the ability to thrive
- Humility. Serving together – We know we can't do it alone, so we invest in strong, honest and honouring partnerships

2. CHARACTERISTICS TO BE EVIDENT:

- A deep commitment to hope and the vision of Safe Families
- A genuine love for people and a desire to see them thrive
- A personal Christian faith which inspires others to live in a faith-filled way
- A natural friendliness with a good level of self-awareness
- Confidence and independence
- A love and vision for great team working
- A quick learner, teachable
- A natural organiser who appreciates order

ROLE REQUIREMENTS

ESSENTIAL SKILLS AND ABILITIES

1. Excellent organisational skills, as well as excellent IT skills, including experience of CRM systems and databases.
2. Excellent interpersonal skills with a confident and professional approach to working with partners and colleagues, both internally and externally; excellent verbal and listening skills
3. Demonstrable ability to use the Microsoft Office including Word, Excel and PowerPoint
4. The ability to take and write accurate and clear minutes of meetings
5. Ability to maintain records, collate statistical information and create clear, detailed and comprehensive reports
6. Ability to work independently, display initiative and bring creative solutions to challenging situations.
7. Ability to work to targets and deadlines with a strong work ethic.
8. Ability to work with discretion and confidentiality

ESSENTIAL EXPERIENCE

9. Experience of providing administrative support in a business, education, health or social care setting
10. Experience of setting up and running office systems, such as filing and finance systems
11. Experience of lone and team working, able to juggle multiple demands, helping others as needed.

FURTHER NOTES

EQUALITY

Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates

SAFEGUARDING

Completion of the recruitment process will involve the candidate being screened through an Enhanced DBS check.

OCCUPATIONAL REQUIREMENT

This post has been identified as having an “occupational requirement” under Schedule 9, Part 1, paragraph 1 and 3 of the Equality Act 2010 where it is a requirement that this post be filled by a Christian (currently active and committed to the Christian faith). All candidates must evidence they support the vision and values of the organisation.

APPLICATIONS

To apply please complete the application form via our website prior to the closing date - Monday 04 March.

safefamilies.uk/vacancies

If you would like to discuss this role further please contact Bethan Miller

bethanmiller@safefamilies.uk

02382250131

or email **recruitment@safefamilies.uk**

APPLY NOW

