

# Hello!

I am so glad you're considering applying for the Support Coach position at Kids Matter.

We work hard not only for our children, parents and communities, but also to build a brilliant culture at Kids Matter. Our motto is to be 'ambitious yet respectful'. You'll be stretched for sure but well-supported while that happens. We are all about growth, development, learning and having people work out of their sweet spot most of the time. We have a lot of fun along the way!

You will be joining us at such a key time in our journey; we're now eight years old and we're putting in place what we need to begin our next chapter. We know what we are doing and how to do it. Your job will be to help us extend our reach, grow at scale, and equip communities across the country with what they need to see real and lasting transformation.

This job pack includes:

- Details around what the job involves
- What we're looking for in applicants
- Specifics around employment in this role
- An outline of the application process
- An overview of our charity
- What we believe

I look forward to reading why you think you'd be a great fit on our team!

A handwritten signature in blue ink, appearing to read 'Eli'.

**Dr Eli Gardner, Clinical Psychologist**  
*Co-founder & Chief Executive Officer*

A background image showing a laptop screen displaying a video conference with several participants. In the foreground, there is a green ceramic mug filled with a dark liquid, likely coffee or tea.

# Job Description

## Overall purpose

The purpose of the Support Coach role is to oversee a caseload of facilitators; supporting and problem solving with them, ensuring at least 75% of the caseload are running regular programmes and all the key elements of the programme are being met.

## Key responsibilities

### 1. Support & Supervision

- Have regular coaching conversations with facilitators via video call, phone and email.
- Arrange face-to-face visits with facilitators to observe programmes and run local events.
- Assist and develop online events to further train and upskill facilitators.
- Signpost churches to other areas of Kids Matter, engaging them with training and ongoing support.
- Ensure records are kept up-to-date and in accordance with GDPR in Kids Matter's document library and CRM system.

### 2. Training

- Support in training new facilitators, as part of the wider Training Team.

### 4. Wider team involvement

- Contribute towards staff prayers and, on occasion, lead 'Thought for the Day'.
- Collaborate with the Partnership Team with regards to strengthening partners throughout their engagement with us.
- Provide additional support to other teams when appropriate.

**At Kids Matter, we are committed to delivering effective coaching.**

**All Support Coaches are given the opportunity to go through the coaching accreditation process with ICF to become an Associate Certified Coach (ACC).**

Kids Matter provides the support and supervision for this to take place, and will cover the cost of the accreditation if the individual remains employed as a Support Coach for the two years following applying for accreditation. If the individual leaves before two years, a percentage of the accreditation cost will be required to pay back.

# Person Specification



Category	Criteria	Assessed by*	E/D
<b>Skills/ Abilities</b>	Excellent organisation and time management skills	A	<b>ESSENTIAL</b>
	Able to understand the challenges and opportunities Kids Matter facilitators experience in supporting families facing disadvantages	I	
	Strong communication and relational skills; sensitively and effectively supervising and supporting facilitators from a wide variety of backgrounds and experiences	I/T	
	Able to work independently and as part of a team, communicating effectively with others	A/I	
	Able to use initiative and be proactive	I/T	
	Able to manage, prioritise and balance conflicting demands	I	
	Highly IT literate with knowledge and proficiency of MS Office programmes and Zoom (video conferencing platform)	T	
<b>Personal qualities</b>	Willing to give and receive constructive feedback	A/I	
	Flexible and willing to be involved in a wide range of tasks	I	
	Commitment to ongoing development of own knowledge and skills	A	
	Strong personal Christian faith	**	
	Passion for Kids Matter's vision of seeing every child in need raised in a strong family	A/I	
<b>Experience</b>	Experience of coaching	A/T	<b>DESIRABLE</b>
	Experience of working/volunteering for a church or church organisation	A	
	Experience of organising and running high-quality training	A	
	Experience of managing a caseload	A	
	Experience of living in and/or working with families experiencing low income and low support	A	

\* Assessment methods: Application form (A), Interview (I), Tasks (T)

\*\* Whilst this is an occupational requirement, the shortlisting process will not involve scoring candidates on their faith.

## Employment Information

**Job title:** Support Coach

**Reporting to:** Support Coach Lead

**Purpose:** See Job Description

**Location:** Remote (based in England & Wales with occasional travel required for biannual team days in London, termly Support Coach Team meetings in various locations, and twice termly visits to facilitators in various locations). Due to location of regional hubs, we would encourage applications from the Bristol, Liverpool and Manchester areas.

**Contract:** Permanent

**Start date:** Monday 3rd November 2025

**Hours of work:** Part-time, 4 days (28 hours) per week

Monday mornings are compulsory due to a weekly team meeting, otherwise hours can be spread throughout Monday to Friday.

**Salary:** £28,665 - £30,765 pro rata (£22,932 - £24,612 actual)

**Probation period:** 6 months

**Holiday entitlement:** 25 days (plus bank holidays) per year pro rata, with additional time off between Christmas and New Year's day

**Pension:** Automatic enrolment into a direct contribution pension scheme (4% employer contribution)

### **This post is subject to an Occupational Requirement**

Kids Matter serves and supports clients within the Christian sector, the nature of the work requires that this post holder has an active faith in Jesus under the Equality Act 2010, Part 1, Schedule 9.

### **Equal Opportunities**

We actively support and welcome the integration of people from diverse backgrounds and varied experiences and skillsets to help shape the work and future of Kids Matter. We are particularly keen to receive applications from African and Afro-Caribbean, Asian and other diverse ethnic communities, and those who are neurodivergent and/or living with any kind of disability.



# Application Process



## Stage 1

Complete a copy of our **online application form**.

We also ask for all applicants to submit an **Equal Opportunities Monitoring Form**, which will be sent to you to complete following the submission of your application form. This form will be used for anonymous analysis to ensure our overall recruitment procedures are fair and transparent. It will never be viewed or used as part of the selection process. It is optional to submit this form.

Deadline: **4pm on Monday 1st September**

All successful and unsuccessful applicants will be notified via email by 5pm on Thursday 4th September.

## Stage 2

Successful applicants will be invited to an initial 30 to 40-minute Zoom interview, which will take place **in the week commencing 15th September** (with flexible timing into the evenings).

To ensure candidates can perform to the best of their ability, interview questions will be sent in advance of the interview date. Candidates will also be sent a short task to complete before attending their interview.

## Stage 3

Following initial interviews, 2-3 selected candidates will be invited to attend in-person interviews in London, **in the week commencing 22nd September**. The interview will be 45 minutes long and followed by 1-2 tasks. Kids Matter will reimburse any reasonable travel costs. Potential for location to change depending on the locations of successful candidates.

The successful candidate and unsuccessful candidates will be informed of Kids Matter's final decision by 5pm on Friday 26th September.

If you would like any application and interview support or you need any reasonable adjustments throughout the application process or if you would like an informal phone call to ask questions or discuss the role, please contact **Katie Washington (HR & Systems Coordinator)** on [recruitment@kidsmatter.org.uk](mailto:recruitment@kidsmatter.org.uk).

Kids Matter will treat your application as private and confidential. Unsuccessful applications will be securely destroyed after one year.





## About Kids Matter

More than 4 million children are being raised in poverty in the UK and the stress poverty places on them (and their parents) can result in long-term emotional and social problems. We therefore exist to help strengthen families and interrupt that negative trajectory.

Research has shown that the most effective early intervention to help children is group-based parenting programmes. For children to thrive, it is important for mums, dads and carers to increase their own wellbeing and confidence in their parenting skills. Whilst all parents need support, our effective and accessible programmes have been written for families facing disadvantages.

We partner with local churches and their community networks across the whole country to run our evidence-informed programmes in communities and in prisons, equipping mums, dads and carers with the tools (confidence, competence and community) they need to build strong relationships and strong families. Not only will this have a positive impact on child wellbeing and future outcomes, but it will also reduce the social and financial costs of family breakdown.

### Our impact

Since launching in 2017, we have impacted **nearly 6,000 children** through our parenting programmes, equipping their parents (over 2,000 of them) with the skills needed to build a strong family. We have an ambitious vision to reach many more in the coming years.

Read our most recent Impact Report [here](#).

### Our team

We have a wonderful team of brilliant people committed to transforming society, one family at a time, and a group of top-notch trustees who support us every step of the way.

Find out more about them [here](#).

*'It's worth doing, I would do it 20 times over and still learn something new in the twentieth session.'*

Tash, mum





At Kids Matter, we strive to have a culture where giving and receiving feedback from anyone in the team is a common occurrence. We place high value on getting to know one another to create a foundation of trust from which we can challenge directly. Teams regularly have 360 feedback sessions and managers are encouraged to regularly ask for feedback from their direct reports.

We don't always get it right, but our aim is to operate from a place of 'Radical Candor'.

### Our culture values are:

- Faithful** We put our faith in God and we are fiercely loyal to our mission and vision.
- Respectful** We draw alongside others and genuinely listen, affirming the dignity of everyone we encounter.
- Excellence** We go above and beyond to provide the best quality in all we do.
- Positive** We choose to be grateful, to be hopeful, and to see possibility in everyone.
- Ambitious** We push for all to achieve their full potential so that together we can fulfil our vision of every child in need being raised in a strong family.



# Statement of Faith



## Nicene Creed

We believe in one God,  
The Creator of all things,  
Who holds the universe in love and wisdom.

We believe in Jesus Christ,  
God's only Son, who is fully divine and fully human.

He was born to bring light into the world,  
Lived among us, teaching truth and grace.  
For our sake, He suffered, was crucified, and died.

On the third day, He rose again,  
Defeating death and offering us new life.

He ascended into heaven and reigns with the Father,  
And He will come again to restore all things.

Amen.

