

**Services Lead**

**Hours** 21 hrs per week

**Place of work** Flexible, the post can be home or office based (Linlithgow, West Lothian). Ideally you will attend meetings in the office twice per month

**Salary**  £29,000 pro-rata

**Duration** 12 months initially, but with good chance of extension

**Leave** 28 days (pro-rata) + office closure 25 December – 2 January

**Pension** Employer’s contribution: 4%, employee’s contribution: 4%

**About Eczema Outreach Support (EOS)**

Eczema Outreach Support is a vibrant UK-wide charity that was set up in 2011 to support children and young people with eczema.

We know eczema is so much more than itchy skin and we are here to help families living with its impact on daily life. We provide practical and emotional support, we help families connect with each other, we work with schools to make things better and we make sure that children and young people know they are not alone dealing with the condition.

We are in very exciting times with an increasing membership, reach and influence lead by our new CEO. We are looking for someone to join us as our Services Lead to manage the day-to-day support operations of our Services Team to help us do even more to change the lives of families affected by eczema.

**About the role**

The purpose of this role is to manage the day-to-day delivery of our tailored support to families including one to one support on the phone and online, peer support, children’s clubs, our resources, events and support in schools.

You will line manage our passionate and skilled team of Families Workers and oversee volunteers working in the Services Team to ensure we provide relevant and effective support to families.

As our Deputy Designated Safeguarding Lead, you will put the safety and wellbeing of families at the centre of everything you do and will influence our safeguarding policies, processes and practices.

You will also have the opportunity to bring your experience and creativity to develop our current support offer and try out new ideas in a supported and dynamic environment.

If you are a skilled line-manager who can motivate and inspire others to bring their best and are passionate about supporting children & young people with eczema and their families, then we want to hear from you.

**What we offer**

* Flexible working. We know how important life outside work is, so you will have a lot of flexibility around when and where you work. If you are the right person for this role, we will find a way to make it work.
* 28 days of annual leave (pro-rata) plus additional days off for the office closure between 25 December and 2 January
* 4% employer’s pension contribution
* We prioritise our team’s wellbeing very highly. We work on the basis that team members who feel valued and supported will deliver the best outcomes for our members.
* We are committed to becoming an organisation which reflects society and promotes diversity and inclusion. We would particularly welcome applications from people who are currently under-represented, including disabled people and those from Black, Asian and other minority ethnic communities.

For an informal chat about the role please contact Suzi Holland, Head of Services [suzi@eos.org.uk](about:blank).

**Your Main Duties and Responsibilities**

**People Management**

* Line manage our team of Families Workers and provide both formal and informal support so they feel valued, respected and can deliver in their roles
* Oversee the delivery of school workshops by our team of sessional workers and provide guidance & support to the Senior Families Worker line managing them
* Work with the Families Workers to identify relevant learning and development opportunities and support them to access them
* Oversee the engagement of volunteers in the delivery of EOS’s direct support
* Prioritise the wellbeing of the Families Workers and volunteers and work with the Senior Management Team to create a supportive environment where everyone can thrive.

**Service Development & Delivery**

* Lead on the delivery of EOS’s online and offline support to families, including managing risk and safeguarding the families that access them
* Deliver direct support to families on the phone and online, as required
* Ensure the services operate within the agreed budgets
* Work closely with the Head of Services to identify opportunities to improve our current support for families and develop new activities, with a particular focus on Fairness, Respect, Equality, Diversity Inclusion and Engagement (FREDIE)
* Support the Head of Services to develop and embed monitoring and evaluation processes across all support activities
* Champion an evidence-based research approach to service development and delivery, especially Health Psychology
* Support the Senior Management Team to develop insights into the lived experience of families with eczema so that they remain at the centre of the organisation’s strategy.

**Safeguarding**

* Appointed Deputy Designated Safeguarding Lead
* Support with the review and development of safeguarding processes, policies and procedures
* Champion the safeguarding of children and adults at risk across the organisation, including through identifying opportunities to improve processes across the organisation & delivering training to team members.

**Other**

* Engage effectively with our Youth Panel to ensure that the lived experience of young people with eczema remains at the centre of our service delivery
* Connect with other organisations whose values complement ours to share ideas, approaches and resources
* Promote the work of the organisation externally, including with Healthcare Professionals, and network, as required, to raise the profile of the organisation’s work
* Actively contribute to the organisation's approach of Fairness, Respect, Equality, Diversity, Inclusion and Engagement to fulfil EOS’s goal of being a place of support for every child and young person with eczema and their families
* Build, and encourage, a positive working relationship with communications, fundraising and admin staff to ensure members receive relevant information at the right time and that communications reflect the lived experience of our membership
* Attend EOS events when required, which will include leading children’s activities on the day and engaging with groups of children.

**Please note**

This job description cannot cover every task that might arise within the post and the post-holder will be expected to carry out other duties from time to time.

**Person specification**

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|  | ***Essential*** | ***Desirable*** |
| Commitment to improving the lives of families with eczema | x |  |
| Ability to inspire and motivate others | x |  |
| Ability to analyse problems, make decisions & develop solutions | x |  |
| Flexible, approaching new opportunities with an open mind | x |  |
| Experience of working in a small team |  | x |
| Ability to prioritise work to ensure deadlines are met | x |  |
| Diplomatic and tactful approach with a proven ability to communicate well with a broad range of people | x |  |
| Good IT skills, particularly in using Microsoft packages, databases and Zoom | x |  |
| Understanding of the challenges created by chronic conditions, especially eczema |  | x |
| Commitment to Fairness, Respect, Equality, Diversity, Inclusion and Engagement | x |  |
| Able to apply EOS’s safeguarding and child protection procedures | x |  |
| Minimum 2 years of recent experience line managing staff | x |  |
| Excellent negotiator/influencer who is able to foster and develop excellent working relationships | x |  |
| Experience of providing support to families | x |  |
| Experience of monitoring and evaluating services | x |  |

**How to apply**

**What you should send** **-** There is no application form. Please provide:

1. A CV, explaining what your experience is. We are also interested in people’s life experience when it is relevant to the post, such as hobbies and roles you do on a voluntary basis.
2. A covering letter demonstrating how you meet the person specifications and why you would like to work with us
3. The names and contact details of two people who will give you a reference, if possible people who know you in a work or volunteering capacity. We will not contact anyone for a reference until after the interview stage.
4. Please let us know if there are any reasonable adjustments we can make to allow you to attend a potential interview
5. To assist us with monitoring our recruitment processes it would be helpful if you can complete our equal opportunities form ([https://www.tfaforms.com/4981802](about:blank) and you can also access from the EOS website). You should submit this form directly on the platform, not by email. It will not be connected to your application in any way.

**Where to send your application**

The closing date for applications is 31st August 2022

You can send them by email (preferably) or by post:

Email: [**Recruitment@eos.org.uk**](about:blank)

Post: EOS, Bryerton House, 129 High Street, Linlithgow, EH49 7EJ

Interviews will be held Thursday 15th September. Depending on your preference interviews can be online or in person at the EOS offices in Linlithgow, West Lothian.