



Recruitment Pack

Service Support and Development Coordinator

Edinburgh

March 2022



Service Support and Development Coordinator

Salary Range: £28,800 to £30,400 (FTE)
Hours: 21 hours per week. Pro rata 0.6
Reports to: Chief Executive Officer, or their nominee

Role Context

With Kids provides an early intervention therapeutic service working with children aged 3 to 12, who have experienced significant trauma in their lives and families across the central belt of Scotland.

Our work with children includes individual therapeutic support for children, helping them build the personal skills and resilience to cope with future challenges and achieve their potential in adult life.

Our work with parents/carers and families includes a range of one to one supports, group activities and supports and community wide activities tailored to suit demand and needs.

We employ Play, Art and Speech and Language Therapists and Community Development and Family Support Workers. Much of our work is based in schools or around a particular community, and we predominantly work in Edinburgh, West Lothian and Glasgow in some of the highest areas of deprivation.

We have been working in the Wester Hailes area of Edinburgh for the last 10 years supporting families and offering a wide variety of community development support, and have also developed our Play Therapy service to a number of schools across the city.

This is an exciting opportunity for The Service Support and Development Coordinator to represent With Kids within Edinburgh and West Lothian. The post holder will to continue to embed the organisation in local and city wide networks, increasing awareness of With Kids and its services, and to create opportunities for the development of our work to reach increased numbers of children and families in need of therapeutic support. The post holder will also oversee our Edinburgh projects ensuring that targets are being met and budgets held to.

The post-holder would be expected to start as soon as possible.

The post is fixed term for two years until the 31st of March 2024. We would hope that continued or alternative funding would be secured to enable us to continue the post beyond March 2024

Job Description			
Job Title:	Service Support and Development Co-ordinator		
Salary Scale Grade / Salary:	£28,800 to £30,400 (pro rata)	FTE:	0.6
Reports to:	Business and Development Manager		
Direct reports:	Any Community Development and Family Support Workers, and Project staff assigned to the post-holder from time to time.		
Budget:	From time to time the post-holder will be expected to manage budgets (c. £10K to £50K) to ensure effective management and reporting to external funders.		
Job Location:	Edinburgh		
Purpose of the role			
<p>Working within the context of the With Kids charitable mission and strategic plans the post holder will contribute to and develop the delivery of With Kids services, community groups and outreach activities.</p> <p>Networking and development of services is an important part of this role.</p> <p>The post-holder will manage the effective planning, resourcing and delivery of projects, and community activities for children and families in the area, monitoring budgets, providing performance information and helping to report to funders.</p> <p>The post holder will line manage any Community Development and Family Support Workers in the area assigned to the post</p>			
Key areas of responsibility			
<ul style="list-style-type: none"> • Maintain a good working relationship and build links with other voluntary organisations, funders and local government agencies and staff. • To represent With Kids\ on local and national networks and policy development groups, as agreed and as appropriate. • To maintain an overview of the external environment and issues which might affect With Kids service delivery. • Manage, monitor and report on small projects which meet the needs of children and adults in line with the relevant contractual requirements and within budget. • Develop, manage and organise community development and family support provision, including planning and overseeing family activities in the school holidays. • To develop and promote services to all potential funders and service users, identifying potential new opportunities for developing services including funding for new work and developing collaborative projects. • Build positive relationships with the community, taking all opportunities to promote the organisation and enhance the reputation of With Kids. • Coordinate and support volunteers including delivering induction, training and development opportunities; create new volunteering opportunities for the benefit of the With Kids. 			

- Support fundraising efforts, including preparation of funding applications, to help sustain With Kids beyond the end of the current funding period.
- To contribute to budget setting, monitor budgets, gather and monitor evaluation data, produce reports and prepare / contribute to funding proposals and applications.
- To contribute to With Kids strategic development and overall management.
- To provide support to any With Kids MSc placement students who may be placed in an Edinburgh nursery or school.
- To act as a point of contact for Child Protection concerns
- To input information and data to organisational systems on the children you are working with and to provide written reports to other professionals and agencies as required.
- To provide verbal and written reports on any aspect of your work as required by With Kids.
- To contribute to evidencing the impact of the work, by collecting data on and evaluating activities and providing compelling case studies, photographs and quotations for organisational use.
- To attend staff meetings, participate in professional supervision sessions and any in-service training and externally provided Continuous Professional Development activities as agreed and as appropriate.
- To undertake general administrative duties.
- Work with colleagues to maximise the use of the website and social media platforms for raising awareness of With Kids
- To ensure that With Kids Health, Safety and environmental policies are adhered to.
- To be responsible for your own Health and Safety and that of others, in accordance with the organisations arrangements relevant national legislation.
- To work in accordance with all other organisation's policies and procedures.
- To carry out any other reasonable duties that may be required to meet the needs of With Kids, including occasional evening and weekend working.
- *To work in such a way that helps the organisation to #KeepThePromise*

This post is part funded by The National Lottery Community Fund



Person Specification

A = Application, I = Interview

Qualifications	Essential	Desirable	Assessed
Educated to degree level or has relevant experience	X		A
Track record in successful asset based community development.		X	
Evidence of continuous professional development	X		A
Full Driving Licence and access to a car for business use		X	A

Experience	Essential	Desirable	Assessed
Experience of working in community settings	X		A, I
Experience of managing and delivering services and projects	X		A, I
Experience of implementing ideas and taking a strategic approach.	X		A, I
Experience of manage and prioritising time and resources.	X		A, I
Experience of supporting, motivating and influencing others	X		A, I
Experience of facilitating and managing meetings	X		A, I
Experienced in forming positive relationships with staff, partners, external agencies and parents/carers.	X		A, I
Experience of networking	X		
Experience in securing additional resources / funding		X	A
Experience of working with children and their families	X		A, I
Experience of managing and developing volunteers		X	

Skills	Essential	Desirable	Assessed
Ability to engage with local communities, identify community skills, assets, issues and needs	X		A, I
Ability to communicate effectively both orally and in writing, including telephone skills, writing minutes / reports.	X		A, I
Competent in the use of information technology (use of the office software products (word, excel, email, calendar), use of internet, image, audio or video editing software, use of databases.	X		A

Knowledge	Essential	Desirable	Assessed
Knowledge of the local authority community planning framework		X	A, I
Understanding of the key Scottish Government policy drivers		X	A

Competencies	Essential	Desirable	Assessed
Works collaboratively with others	X		A, I
Manages issues with empathy and understanding, finding appropriate solutions	X		A, I
Utilises resources and skills effectively, sets objectives and monitors progress to achieve results	X		A, I
Takes ownership of activities, delivering with minimal supervision	X		A, I
Seeks, listens, accepts and acts upon feedback and learns from it.	X		A, I
Highly motivated and able to use own judgement and initiative	X		A, I

¹ A combination of the qualifications, experience, skills, knowledge and competencies of the candidates application will be assessed through application / CV review and interview. Where potential method is identified above as 'interview', not all criteria will be used, only a selection of the above will be reflected in the particular questions asked at interview.

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Summary of Terms

With Kids is a Living Wage Accredited employer.

A summary of the main terms of employment are as follows:

Salary	£28,800-£30,400 p.a for full time: Salary will be pro rata x 0.6 fte of this amount.
Salary Payment	Salary will be paid on or around the 23 rd of the month
Contract status	Fixed Term until end March 2024, but every effort will be made to secure continuation funding.
Hours	21 hours per week.
Primary place of work	With Kids, c/o Wester Hailes Healthy Living Centre, Harvesters Way, Edinburgh, EH14
Pension	The organisation offers NEST Defined Contribution pension scheme.
Learning & Development	The organisation is committed to providing staff with learning and development opportunities to ensure that individuals are able to contribute fully to the achievement organisational objectives

This summary is for general guidance of applicants and will not form part of the contract of employment. Any offer of employment will be subject to the receipt of satisfactory references and evidence of their right to work in the UK.

The process:

Closing date for applications	5pm Monday 28th of March 2022. Send your CV and a covering letter to us using the email address: k.simpson@withkids.org.uk
Interviews	Interviews may be face to face or held over Zoom, and will be scheduled on an individual basis to suit both parties.

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Fair Processing Notice

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

How we use your information

The information we collect from you will in the main be basic personal and contact details, which we require to carry out our normal activities. There are occasions however where we are required to collect data of a more sensitive nature which we will always treat with the utmost confidentiality.

We will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

We may collect the following personal information about you:

- Name
- Address
- Date of birth
- Telephone number(s)
- Email address
- Employment history
- Educational achievements
- Professional memberships
- Gender
- Disability
- Signature
- Right to work in the UK
- Criminal record declaration / PVG Scheme membership
- Driving licence status
- References to support your application

We will also collect additional information when we make an applicant an offer of employment. This could include requesting and holding a copy of your passport, national insurance number and in some circumstances a valid driving licence, insurance and MOT documents.

We will not collect any personal data for you that we do not need.

How your information will be used

We need your information and will use your information to:

- Meet our legal obligations including information we must provide to regulators and statutory authorities;
- Ensure that an applicant has the legal right to work in the UK.
- Make reasonable adjustments for a candidate who is disabled
- Produce and monitor recruitment and selection statistics.
- Check criminal convictions information to ensure we meet legal obligations in relation to certain positions
- Process your data before entering into a contract with you, if your application for employment is successful.
- Process data during the recruitment and selection process to help us manage the process, and to assess an applicant or candidate's suitability for employment.
- Respond to and defend against any possible legal claims.

Consent

Where we collect special category data such as information about your ethnicity, sexual orientation, health or religion we do so for our monitoring purposes and only with your explicit consent. We also need and use your information for all other purposes consistent with the proper performance of our operations and business.

Sharing of Your Information

The information you provide to us will be treated by us as confidential and will be processed only by our employees within the UK/EEA. We occasionally need to share personal information with other organisations, however where this is necessary, we are required to comply with all aspects of GDPR. Even when this is required, we only share data within the UK. Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

Your information may be shared internally with staff or board members involved in the recruitment process.

We may also seek information from the following third parties when an offer of employment has been made and may disclose your information to appropriate third parties who act for us including the following:

- Referees;
- Disclosure Scotland PVG scheme for certain positions;
- Relevant bodies to validate your qualifications or professional memberships; and
- Lawyers or solicitors where legal advice may be sought in relation the processing of an application and the recruitment process

The following organisations may be given controlled access to our electronic network for reason of security, maintenance, or any specific purposes outlined in their third party agreement:

- IT support contractors.
- Specialist software providers.
- Electronic file system software provider.

We are also required to share information with statutory bodies, which govern finances for auditing or inspection purposes. However, this will be restricted to the actual information required from the Association and will usually be viewed within the Association, with strict permission set on our electronic file system to ensure use is controlled. We will also encrypt and limit the content of any files that require to be sent either electronically or otherwise.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records
- require us to correct any inaccuracies in your information

If you would like to exercise any of your rights above, please contact us at info@withkids.org.uk or 0141 550 5770.

You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are: The Information Commissioner's Office (Scotland), 45 Melville Street, Edinburgh, EH3 7HL. Telephone: 0131 244 9001. Email: Scotland@ico.org.uk

The accuracy of your information is important to us; please help us keep our records updated by informing us of any changes to your details.