

JOB DESCRIPTION



JOB TITLE: Scottish Breastfeeding Programme Manager

TEAM & DEPARTMENT: Programme Delivery

SALARY: £30,900 (FTE)

HOURS: 28 hours per week

LAST UPDATED: September 2022

RESPONSIBLE TO: Commissioned Services Manager

MAIN PURPOSE:

Responsible for the effective and efficient operational delivery of a variety of commissioned NCT services in Scotland. This role holds responsibility for the relevant staff and budgets; for representing the work of NCT to commissioners, partners, and external agencies, and for developing new areas of work, and funding for these, in conjunction with the Commissioned Services Manager. Travel to the projects currently in Lothian and Glasgow to support the operational team and attendance of commissioner meetings.

This is a key post to help NCT broaden its reach and relevance to parents of all backgrounds and in building up its reputation as a credible provider of services.

RESOURCES CONTROLLED

- Direct reports are a team of three Project Managers, a Breastfeeding Counsellor, and Peer Support Trainer.
- Overall responsibility for all project volunteers.
- Budget responsibility for commissioned projects in Scotland.

JUDGEMENT AND DECISION MAKING

- Good judgement and decision making is required in assessing the effectiveness of project delivery and in making recommendations for improvements to commissioners.
- An elevated level of autonomy and self-direction is required.
- Good judgement in responding to parents who access the project.
- Support available from direct line manager and others within the senior Programme Delivery management team.

LIAISON

- Liaising with people at all levels is essential. This includes NCT staff, NCT practitioners, volunteers, commissioners, local and national stakeholders, and local health professionals. A professional approach must be maintained at all times.

AUTHORITY/SUPERVISION RECEIVED:

- The role holder will have weekly online update meetings with direct line management. Regular support will be provided from the direct line manager to support wellbeing, supervise work, and aid decision-making.

- Support available from direct line manager and others within the senior Programme Delivery management team.
- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, to achieve these objectives.

MAIN RESPONSIBILITIES & DUTIES:

- Management of current commissioned services in Scotland, including but not limited to:
 - Management and support of project staff
 - Ensure compliance with NCT and Commissioner adult and child protection requirements
 - Ensure local project managers collect data required by the contract, maintaining best practice with regards to data protection.
- Engagement, working with and reporting to current commissioners in Scotland including Scottish Government, various NHS health boards and Health and Social Care Partnerships.
- Representing NCT at various advisory and working groups in Scotland, including (but not limited to) Scottish Government Breastfeeding Peer Support and Advocacy and Culture Change.
- Ensure that recruitment process for volunteers is safe and compliant, including due regard for Safer recruitment processes and PVG (Protecting Vulnerable Group) checks.
- Ensure that there is a robust adult and child protection process for the programme and appropriate training is undertaken by volunteers.
- Lead on promoting and publicising the services using a variety of channels including social media.
- Ensure that effective referral and signposting pathways are in place for each service.
- Delivering presentations on numerous services to health professionals, such as midwives, health visitors and infant feeding co-ordinators.
- Keep in regular contact, including occasional meetings, with peer supporters to ensure they feel well supported.
- Moderate social media groups in line with NCT policies on social media use.
- Propose, consider, and launch new services as agreed with the Commissioned Services Manager. This may include new mediums/venues for peer support.
- Ensure that data collection and entry is accurate and timely and leading in the drafting evaluation reports and monitoring forms.
- Act as main point of contact for national operational queries. Flag these with NCT's UK Office where relevant - for example, for all media exposure queries the Press Office must be consulted.
- Deal with contract complaints and queries, whilst ensuring that these are escalated to NCT's UK Office where relevant and that they are dealt with in-line with NCT complaints procedures and policies and contractual requirements.
- Ensure contract is delivered within agreed budget.
- Act as local NCT Project Adult and Child Protection Lead
- Ensure that all relevant NHS protocols and policies are distributed, understood, and followed and that peer supporters complete any specific training or selection processes relating to any specific deployments such as hospitals.

NCT BEHAVIOURS:

- Agile - flexible to changing requirements.
- Brave - not afraid to be bold.
- Collaborative - work well with others
- Inclusive - champion diversity and act with tolerance and respect
- Passionate - about NCT's charitable mission
- Rigorous – make evidence-based decisions.

SAFEGUARDING

The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding and promoting the welfare of children and adults and expects all staff to share this commitment.

DECLARATION

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION:

ESSENTIAL

- Project management experience, preferably management of services across multiple sites.
- Experience of developing and effectively managing a team to maximise impact.
- Experience of successfully working with culturally diverse groups
- Keen interest and passion in breastfeeding support and an excellent understanding of the role of peer support within the breastfeeding agenda in Scotland.
- Proven ability to manage staff teams, recruit, develop and motivate staff.
- Experience of planning and management of budgets.
- Experience in managing and supporting volunteers.
- Excellent interpersonal and communication skills, including ability to network with and influence commissioners and healthcare professionals.
- Ability to manage competing demands on time and prioritise effectively.
- Ability to work independently and show initiative.
- Experience of managing data collection and using Quality Improvement methodology and frameworks.
- The role is predominantly home based but regular travel will be required to visit projects, staff and for face-to-face meetings. Access to a car is essential.

DESIRABLE

- Understanding of the NCT's strategic aims.
- Knowledge of existing breastfeeding support available in the local community.
- Good understanding of the public health agenda in Scotland.
- Good understanding of the workings of the Scottish Government in relation to maternal health

and wellbeing.