

Best Start Family Hubs Coordinator

Service	Reporting to	Location	Grade
Best Start Family Hubs	Service manager	Best Start Family Hubs and network sites across the city	4C

About the role

The Best Start Family Hubs Coordinator provides operational leadership and line management within the Best Start Family Hubs service, with responsibility for the day-to-day coordination, delivery and quality of the local Best Start Best Start Family Hubs offer.

The role has direct line management responsibility for Best Start Family Hubs Workers and, where required, other practitioners, ensuring staff are effectively supervised, supported and developed to deliver high-quality, inclusive and consistent practice. The post-holder is accountable for workforce performance, operational delivery and the effective use of resources across Best Start Family Hubs and network sites.

Working closely with managers and partners, the Best Start Family Hubs Coordinator leads the implementation and embedding of Best Start Family Hubs pathways, strengthens multi-agency working and ensures families experience timely, joined-up support across universal, targeted and specialist services.

The Best Start Family Hubs coordinator is responsible for practice quality, staff management and operational leadership within the agreed Best Start Family Hubs framework.

Key outcomes

- The Best Start Family Hubs offer is delivered in line with DfE Best Start Best Start Family Hubs and healthy babies guidance, ensuring a consistent, high-quality approach that meets both local needs and national expectations
- Best Start Family Hubs and network sites operate safely, effectively and consistently, delivering a high-quality, accessible and inclusive offer for families.
- Staff are effectively line-managed, supervised and developed, with clear expectations, accountability and support to deliver high-quality, strengths-based practice.
- Families experience a welcoming, joined-up and coordinated service, with consistent delivery across hub and network sites.
- Increased engagement of families across diverse communities, including those less likely to access services, supported through coordinated outreach, events and place-based activity.
- Families and communities are actively engaged through coordinated events, parent and carer engagement activity, supporting participation, connection and co-production of the Best Start Family Hubs offer.
- Strong locality-based delivery ensures Best Start Family Hubs are embedded within place-based systems, responsive to local need and aligned with wider community services.
- Families are supported to access the right support at the right time, with clear pathways in place between universal, targeted and specialist services.
- Families experience effective step-down from targeted support into universal services, with coordinated approaches that promote continuity and prevent escalation.
- Strong and effective multi-agency working ensures services are aligned, accessible and responsive across health, education, early years, social care and VCFSE partners.
- Effective matrix working / management with voluntary, community, faith and social enterprise (VCFSE) partners, including CVS, supports a diverse and flexible Best Start Family Hubs offer across hub and network sites.
- Community-based provision is strengthened through the coordination and alignment of voluntary sector activity, including contribution to the delivery and monitoring of grant-funded activity linked to Best Start Family Hubs priorities.
- Service performance, quality and delivery are actively monitored and managed, using data, insight and feedback to support continuous improvement and responsiveness to local needs.
- Family and parent/carers feedback is actively used to inform service development and improvement, ensuring the Best Start Family Hubs offer remains relevant and effective.
- Safeguarding responsibilities are consistently upheld, with appropriate oversight ensuring concerns are identified, managed and escalated in line with procedures.
- Resources are effectively coordinated and managed, including appropriate use of equipment, small budgets and purchase card activity, ensuring services are well-resourced and delivered efficiently in line with organisational procedures.

What we need from you

- Ability to model and demonstrate Salford City Council's values and behaviours.
- Minimum level 3 qualification in relevant field (early years, social care, teaching)
- Min 3 years post qualifying experience of Leadership or management, with qualification in management / leadership or willingness to work towards.
- Significant experience of line managing and supervising staff, including performance management, appraisal and staff wellbeing.
- Experience of leading teams delivering services to children and families within early help, family support, early years or community settings.
- Strong understanding of early help, prevention and family support systems, including pathways across universal, targeted and specialist services.
- Ability to provide clear operational leadership and support consistent, high-quality and inclusive practice.
- Strong partnership and system-working skills, with the ability to work confidently across organisational boundaries.
- Ability to use performance data, insight and feedback to manage delivery and drive service improvement.
- Confident communication skills, with the ability to engage and influence staff, partners and families.
- Sound understanding of safeguarding responsibilities and escalation processes.
- Digital skills to support recording, coordination, communication and reporting

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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