

Family Time Service Manager Job Description

About Avenue	Avenue is a charity based in the North East of Scotland that provides a range of services to families, children, and individuals. The Family Time Service, previously known as Child Contact Service, offers safe, supportive environments where children can spend quality time with a parent or family member they do not live with. This service is crucial in situations where families may not otherwise be able to maintain relationships.
Our Values	<ul style="list-style-type: none"> • Effectiveness • Integrity • Respect • Credibility • Innovation • Independence
Role Summary:	The Family Time Services Manager will lead and manage all aspects of this service, ensuring that children and families receive the highest standard of support. The role requires a strong focus on strategic planning, financial management, service development, and stakeholder engagement. The postholder will be responsible for the performance and well-being of staff, fostering a culture of innovation, and ensuring that all practices are current, evidence-based, and aligned with Avenue's commitment to Keeping The Promise.
Main Responsibilities:	The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the role.
Strategic Planning and Development	<ul style="list-style-type: none"> • Lead the strategic planning for the Family Time Service, setting long-term goals, identifying opportunities for service expansion, and ensuring alignment with Avenue's broader organisational strategies and business plans. • Drive continuous improvement initiatives, encouraging innovation within the team and incorporating feedback, research, and best practices into service development. • Ensure that children and families have an effective voice in the delivery and improvement of the services. • Oversee the creation and delivery of promotional materials and presentations, increasing awareness of the service among key stakeholders and the wider community.
Operational Management	<ul style="list-style-type: none"> • Manage the day-to-day operations of the Family Time Service, including the development and maintenance of effective systems and procedures from referral to exit.

	<ul style="list-style-type: none"> • Ensure high-quality service delivery through regular monitoring of family progress and engagement, responding swiftly to challenges and feedback. • Develop and implement comprehensive performance metrics for both staff and service effectiveness, using data to inform decision-making and service enhancements. • Oversee and ensure compliance with court orders, acting as key point of contact for court officers and agents. • Oversee the production and approval of all written reports, particularly those for Family Courts, ensuring accuracy, professionalism, and adherence to deadlines.
Risk and Crisis Management	<ul style="list-style-type: none"> • Conduct thorough risk assessments at the outset of cases and manage ongoing risks throughout service delivery. • Lead the response to safeguarding and child protection concerns, ensuring timely and effective action in line with Avenue's policies. • Manage crisis situations, making immediate decisions as necessary, and conducting post-crisis evaluations to improve future responses. • Ensure effective Health and Safety risk assessment and management processes are in place for all service delivery settings, supporting staff to always maintain a safe environment for everyone.
Stakeholder Engagement	<ul style="list-style-type: none"> • Build and maintain productive relationships with key stakeholders, including Family Courts, solicitors, social work teams, and local authorities. • Ensure children and young people using the service are recognised as key stakeholders. • Engage with the wider community, including statutory, private, and voluntary sectors, to promote the Family Time Service and enhance collaborative working. • Represent Avenue in national discussions on child contact services, participating in committees, consultations, and working groups within Relationships Scotland, of which Avenue is a member.
Line Management and Staff Development	<ul style="list-style-type: none"> • Lead the recruitment, induction, and ongoing training of Family Time staff, ensuring a high standard of practice across the service. • Provide regular supervision, support, and performance monitoring for frontline staff, including annual appraisals and peer group meetings. • Develop and implement a continuous professional development (CPD) plan, ensuring staff stay current with best practices, legal requirements, and relevant training.
Cultural Competence and Inclusivity	<ul style="list-style-type: none"> • Promote cultural competence within the service, ensuring that staff are trained and sensitive to the diverse cultural backgrounds of the families they support.

	<ul style="list-style-type: none"> • Embed the rights of children in all service practices, ensuring that the Voice of the Child is central to all decision-making and service delivery.
Technology and Innovation	<ul style="list-style-type: none"> • Identify and implement technological solutions that enhance service delivery, improve operational efficiency, and support remote or hybrid working arrangements. • Keep up to date with new and emerging technologies that can assist in improving the service. • Continuously review accuracy of data entry with Avenue's CRM and other relevant databases.
Cross-Functional Working	<ul style="list-style-type: none"> • Collaborate effectively with the CEO and Senior Management Team to align the Family Time Service with Avenue's strategic objectives. • Work closely with the Finance and Administration teams to ensure accurate budget management, financial reporting, and efficient service operations. • Partner with Fundraising and Communications colleagues to support fundraising efforts, promote the Family Time Service, and enhance community and stakeholder engagement. • Facilitate clear and consistent communication across departments to ensure a unified approach to service delivery and organisational development.
General Responsibilities	<ul style="list-style-type: none"> • Uphold Avenue's values and mission, contributing positively to the organisation's trauma-informed ethos and creating a safe environment for all, particularly children and young people. • Work closely and positively with colleagues across the organisation, supporting their work and contributing to a culture of mutual respect. • Undertake any additional tasks necessary to maintain a welcoming and efficient working environment, including office maintenance, visitor reception, and other team duties as required.
Location:	<p>This role is office-based at our registered office in Aberdeen City, with regular travel to our centres in Aberdeenshire and Moray, as well as external meetings throughout Grampian. Occasional travel to Relationships Scotland offices in Edinburgh will also be required. A full UK Driving Licence and access to a car are essential, with reasonable travel costs reimbursed.</p>
Flexibility:	<p>Core working hours will be managed within the parameters of normal office hours (Monday to Friday, 9am-5pm), however as most Family Time Sessions are scheduled at weekends, and occasionally evenings, the need for flexibility is important. The postholder will be the primary contact-point for staff out of hours, but only for issues that the staff on duty are unable to resolve themselves. Time Off in Lieu is provided for additional hours incurred.</p>

Person Specification
Essential Criteria
<p>Education:</p> <ul style="list-style-type: none"> • High standard of education, preferably degree level or commensurate occupational experience.
<p>Employment History:</p> <ul style="list-style-type: none"> • Relevant previous or current employment in a managerial role, with experience in childcare or family-facing role.
<p>Training, Knowledge, and Experience:</p> <ul style="list-style-type: none"> • Insight into the needs of separating/separated families and their children. • Understanding of professional boundaries, confidentiality, diversity, and equal opportunities. • Experience in risk assessments, report writing, and database management. • Experience in strategic planning, financial management, and outcome monitoring. • Experience of managing safeguarding and child protection procedures.
<p>Skills:</p> <ul style="list-style-type: none"> • Excellent organisational, administrative, and communication skills. • Ability to work under pressure, prioritise, and multi-task. • Strong leadership and staff supervision abilities. • High attention to detail and a commitment to high standards in written reports. • Ability to engage with and build relationships with a wide range of stakeholders.
<p>Personal Qualities:</p> <ul style="list-style-type: none"> • Passionate about making a difference for children and their families • Approachable, flexible, and committed to ongoing learning and development. • Able to work independently within a small team and maintain accountability for own workload.
Desirable Criteria
<p>Education:</p> <ul style="list-style-type: none"> • Degree level qualification (or equivalent) in a relevant field (e.g., law, social work, education). • Professional qualification in management skills
<p>Employment History:</p> <ul style="list-style-type: none"> • Experience in the third sector or a senior management role.
<p>Training, Knowledge, and Experience:</p> <ul style="list-style-type: none"> • Experience in family support, family law, education, or social work settings. • Knowledge of the third sector's role in supporting families and of services across Grampian. • Experience in coordinating remote staff groups and delivering CPD. • Additional advanced training in areas such as child protection, domestic abuse, substance misuse, and mental health.
<p>Skills:</p> <ul style="list-style-type: none"> • Presentation and public speaking skills. • Ability to plan, devise, and deliver training and presentations to a range of audiences.
<p>Personal Qualities:</p> <ul style="list-style-type: none"> • Creative problem-solver with a good sense of humour.