

Job Opportunity - Kapella

Mediation & Separated Parents Service Manager

Full time (but 4 days /part-time considered)

Salary - £42,000 - £46,000 pa pro rata

Birmingham office based / hybrid / with travel across our area.

Join Kapella at the start of our new chapter. We're looking for a Service Manager to lead and develop our Mediation and Separated Parents Services.

Kapella, formerly known as Relate Birmingham and Black Country, is a well-established and respected charity with a fresh identity and clear vision. We're at the start of an exciting new phase and we're building our team to grow our services and extend our reach across Birmingham, the Black Country, and surrounding areas.

At our core, Kapella's focus is building better relationships and improving wellbeing. We deliver accessible and affordable services including counselling, relationship support, family mediation, and domestic abuse programmes. Our clients are diverse, and we work with both self-paying individuals and those supported through funded contracts, grants and partnerships.

Our Mediation and Separated Parents Service will help families through conflict resolution, support separated parents and provide safe, child focussed contact. As Service Manager, you'll be instrumental in developing and shaping this service, alongside establishing and overseeing new child contact centre services.

This role combines service leadership with operational management, focusing on quality assurance, safeguarding and continuous improvement, and sustainable growth.

The successful candidate will be an experienced service manager within mediation, parental conflict resolution, family courts or child contact settings, including contract delivery, project management, partnership working and managing teams. You will have knowledge of legal, quality and safeguarding frameworks and experience of managing safeguarding issues. You will be solution focussed, providing positive leadership and working as part of our dedicated, friendly management team.

In this developing role, you'll be able to think strategically and be comfortable being hands on. Initially your focus will be increasing our existing mediation service and separated parents support and managing a small team of practitioners, and then setting up child contact centre services (in line with our NACCC Accreditation) and recruiting new staff and volunteers.

Ideally it's a full-time (37.5 hours per week), but we are open to 4 days or part time working arrangements for the right person. The post is based at the Birmingham Office, with some hybrid working available. We offer ongoing development, 25 days leave, professional development, a pension scheme and staff wellbeing support. Flexibility in working hours is needed to meet service needs and manage safety and including some evening hours and some travelling to venues and meetings will be necessary.

How to Apply:

Please apply on Charity Job on the link below:

<https://www.charityjob.co.uk/jobs/kapella/mediation-and-separated-parents-service-manager/1036328?tsId=36>

Deadline for applications: Thursday 18 September 2025

Interviews will be held: 23 and 24 September 2025

This post is subject to an enhanced DBS check.