

Job Description – Service Manager – Mediation and Child Contact Services
Overall purpose of role Kapella’s core focus is to build better relationships and improve the wellbeing of families and individuals. We pride ourselves on offering accessible and affordable services, including counselling, family mediation, training and domestic abuse programmes across the wider Birmingham and Black Country area, with self-paying clients as well as funded work through contracts, grants and partnerships. Our Mediation and Child Contact Services aims to help guide families to conflict resolution, support separated parents and provide safe, child focused contact. As the 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 achieving sustainable growth.
Main duties and responsibilities Service Leadership and Development • Work with the Chief Executive to develop the current service offering in line with the strategic plan. • Ensure service meets the needs of the individuals, families and children we support and is also responsive to changes in demand, legislation, commissioning requirements or funding opportunities. Operational Management • Manage service delivery, including case management, staffing, scheduling, and referral pathways. • Line manage staff, placements and volunteers, recruiting as needed. • Monitor and evaluate service performance against KPIs, targets and budgets. • Prepare reports for internal use, contracts, funders and regulators. Partnerships and External Engagement • Build and maintain strong relationships with key partners and local agencies, including effective contract management. • Represent Kapella at external meetings, forums or networks to promote services, presenting as required. • Identify opportunities for service expansion, partnerships and contracts. • Support the Chief Executive with bids, tender submissions and grant applications. Safeguarding & Quality Assurance • Ensure all activities are delivered in line with our safeguarding policy and procedures. • Act as Designated Safeguarding Lead. • Ensure services are compliant with national standards (e.g. FMC, NACCC, LAA) and retain accreditations.

- Maintain the highest standards of professional practice, including adequate training and CPD for all practitioners.
- Monitor service delivery to ensure accessibility, equity and inclusion.
- Lead service evaluations and monitor impact and effectiveness of services.
- Maintain accurate records and reports in line with policy and data protection legislation.

Other

- Work collaboratively as part of the management team, contributing to organisational objectives, operational projects and planning, marketing and promotion activities, development of policy and good practice and duty manager cover.
- Understand and work within all policies and procedures of Kapella.
- Support inclusive and anti-discriminatory practice in all areas of your work.
- Undertake training and other duties required to meet the objectives of the post.

Skills & experience

- Service management experience within mediation, family support, parental conflict or similar.
- Proven leadership skills, including team managements, contract and budget management.
- Strong knowledge of safeguarding practices and experience of managing safeguarding issues.
- Proven ability to work effectively with families in high conflict and sensitive situations.
- Experience of successful partnership working and networking.
- Strategic thinking and ability to adapt services in changing funding or policy landscape.
- Strong organisational skills, with a high level of IT literacy.
- A strategic, creative and solution-focused approach.
- Ability to work flexibly, including occasional evenings/weekends

Additional information

Reports to: CEO

Responsible for: Mediators, family support practitioners and contact workers.

Location: Birmingham Office / hybrid, with travel to our other premises or delivery venues from time to time and to external meetings.

Hours: Ideally full-time (37.5 hours per week), but we are open to flexible or part time working arrangements for the right person

Salary: £42,000 - £46,000 pa pro rata

Contract type: Permanent

This role will require an enhanced DBS check