

Job Description

Post:	Head of Support Line
Responsible to:	Assistant Director
Division:	Children and Families
Hours:	35 hours per week
Location:	Edinburgh with some flexible/hybrid working
Salary:	£51,257.00 - £57,613.00 per annum

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

Role Summary

As head of support line at Children First, Scotland's national children's charity, you will lead the development of our multi-channel support services. Guided by our values - with love, with purpose and with strength - you will ensure families receive timely, high-quality emotional, practical and financial support through inbound and outbound calls, webchat and email. You will help amplify children and families' voices to influence policy and shape services while also working with colleagues in business development and fundraising to inspire supporters and strengthen partnerships. This leadership role delivers real impact, helping keep children safe, families strong and communities connected.

Key Results Areas

Operational Leadership

- Oversee day-to-day operations of the support line, including inbound and outbound telephone services, webchat and email, ensuring families receive timely, high-quality emotional, practical, and financial support that protects children and prevents harm.
- Ensure compliance with charity policies, Child Protection and Wellbeing standard and procedure and relevant legislation.
- Monitor service performance and implement improvements to enhance caller experience and outcomes for children and families.
- Implement design change and improvement as the National "front door" service evolves
- Ensure strong performance of contracts and funders expectations and identify, address any challenges

Service Development

- Design and deliver innovative approaches that effectively meet the evolving needs of children and families, including support for child protection and wellbeing, mental health of parents and carers, financial resilience etc .
- Coordinate, gather and use feedback and data to continuously review and improve this National "front door "service and ensure they are child and family-centred and impactful.
- Ensure the service resource is maximised and provides value for money

- Work collaboratively with the service team and across the charity to optimise resources and align service delivery with organisational priorities.

Team Management

- Recruit, train and manage staff and volunteers, fostering a culture of professionalism, excellence based on our organisational values.
- Provide leadership, coaching and development opportunities to build skills and confidence across the team.
- Inspire and empower teams to give their best, ensuring we attract and retain the best talent.
- Ensure volunteers are coordinated and managed appropriately as a valued resource

Partnerships & Growth

- With others, identify opportunities to grow income and expand services through partnerships and funding initiatives.
- Build and maintain relationships with external stakeholders.
- Work closely with business development and fundraising teams to identify funding opportunities, support income generation and demonstrate impact to supporters.
- Work collaboratively with community based services to provide integrated whole family support

Voice & Impact

- Gather views and experiences of children, parents and carers to inform our policy work and ensure families' voices shape all our services and campaigns.
- Collect and share stories that inspire support, donations and funding, ensuring families' lived experiences are at the heart of our communications whilst ensuring children and family members rights are upheld at all times.

Child Protection and Wellbeing

- Ensure Children First Child Protection and Wellbeing policies and procedures and Standard are implemented and adhered to across all services.
- Work collaboratively with practice leader and Assistant Director to identify and manage risk appropriately
- Escalate concerns appropriately in accordance with our Child Protection and Wellbeing procedure
- Ensure the service maintains accurate and appropriate records.

- Ensure GDPR compliance.

Reporting & Impact

- Prepare regular reports on service performance, outcomes and user feedback for different audiences.
- Use insights to inform any operational developments or decisions
- Collaborate with AD and key stakeholders internally and externally to provide appropriate data to demonstrate impact to funders and stakeholders.

Person Specification

Need to Have	Need to Show (Skills)	Need to Know	Need to Be
<ul style="list-style-type: none"> Degree or equivalent experience in social care, business management, or related field. Professional training in leadership, safeguarding or service delivery (desirable). Recent significant experience in a relevant practice area relating to young people Managerial/supervisory experience to include direct staff/student/volunteer supervision, recruitment, learning and development, performance management and quality assurance. Experience of managing complex systems and management information. Experience of managing complex budgets including securing external funding. Experience of involving Children, young people and their families in planning/designing and implementing services. 	<ul style="list-style-type: none"> Proven experience managing a busy or national helpline, call centre, or similar multi-channel service environment. Strong leadership and people management skills, including volunteer engagement. Excellent communication and interpersonal abilities, with a compassionate approach. Experience in service design, change management and improvement, ideally within the charity sector. Knowledge of child protection and wellbeing, and children's rights. Knowledge of the children's services landscape and policy and legislative landscape Knowledge of GDPR, and compliance requirements. Familiarity with CRM systems and digital service delivery tools. Ability to work collaboratively across departments and influence organisational priorities. Experience in business development and reporting. 	<ul style="list-style-type: none"> An in-depth knowledge and understanding of best practice and regulatory requirements in the field of childcare and young people's services. Knowledge of funding streams/arrangements to support children and young people. Knowledge of Safeguarding Children and Young People and Protection of Vulnerable Adults Understanding of outcome focused service planning and evaluation. Developments in professional practice. 	<ul style="list-style-type: none"> Passionate about improving outcomes for children and families. Empathetic, resilient and able to lead through change. Results-driven with a focus on quality and impact. Committed to creating a supportive, inclusive environment for staff and volunteers. Flexible in approach to work Able and willing to travel as required to services and offices across the region. Committed to Children First approach and the relational nature of our work. Confident and able to form effective and credible relationships with all levels of staff Aware of personal responsibility in relation to corporate responsibilities.