



Jobs with Purpose

Job title	Senior Family Service Officer – to cover maternity leave to end March 2026
Main Function	<p>The Senior Family Service Officer will be responsible for the day-to-day management of NOW Group's Family Service supporting parents with learning difficulties, disabilities and autism.</p> <p>The post holder will maintain key relationships with existing stakeholders and direct staff while working closely with other services to ensure outcomes are met. They will be responsible for the management of new small projects within the wider community team.</p>
Location	NOW Group Head Office as base – requirement to travel
Reports to	Community Development Manager
Hours	30 hours per week
Salary scale	£30,250 per annum pro rata
Benefits	<p>25 days annual leave plus 12 statutory days (pro-rata)</p> <p>Health Cash Plan (on successful completion of probationary period)</p> <p>Access to confidential Staff Counseling & Financial Advisory Services</p> <p>Stakeholder Pension Scheme (5% employer contribution)</p> <p>Bike 2 Work Scheme</p> <p>Holiday purchase scheme</p> <p>Flexible working initiatives</p> <p>Wellbeing initiatives</p>

Mission

Supporting people with learning difficulties and autism into jobs with a future.

Vision

A society where people with learning difficulties live, work and socialize as valued citizens.



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Main Responsibilities

1. Manage NOW Group's Family Service ensuring the service is planned and implemented to fulfill NOW Group strategic and operational plans and the needs and aspirations of key stakeholders.
2. Lead and line manage the Family Service team, including work allocation, training, problem resolution and evaluating performance.
3. Ensure effective induction of participants, including initial and formative assessments and the co-creation of Outcome Stars and Action Plans.
4. Engage in meaningful dialogue with service users and families to ensure that the participants have a role in shaping service delivery.
5. Work with Family Service team to identify trends in participant's needs, gaps in provision, developing suitable project proposals and leading on implementation of new projects.
6. Work with Employment and Training team to support participants to transition from community into our other services based on participant needs and aspirations.
7. Develop excellent relationships with partners and stakeholders, representing NOW at events by delivering presentations, participating in discussions and explaining the work of the organisation.
8. Work with the Marketing team to promote the work of the family service through communication strategies and marketing materials, including social media engagement.
9. Undertake regular quality audits to ensure compliance with organisational and funder guidelines.
10. Contribute to the achievement of targets within the Organisational Scorecard and NOW Group's strategic objectives.
11. Comply fully with NOW Group's 'Organisational Approach to Safeguarding.'

This job description is not definitive and may be subject to review as the duties and responsibilities determine

Personnel Specification

Essential

1. A full current driving license and access to a car. *Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a license*
2. Ability to be flexible and adaptable - hours are flexible and may involve evening and weekend work as required.
3. Minimum level 2 qualification in English and Maths
4. At least 1 years' paid experience of supporting individuals with a learning disability, difficulties or Autism
5. At least 1 years' experience of managing a team and/or project and meeting targets
6. Clear understanding of the barriers experienced by people with learning disabilities/difficulties when engaging in family support services
7. Proficient in the use of the Microsoft Office suite
8. Excellent communication skills and presentation skills

Desirable

1. Qualification within Community Development



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Behaviours



All employees in NOW Group are required to subscribe to the values of the organisation and demonstrate these values through agreed behaviours in their day to day work and their relationships with participants, stakeholders and colleagues.