



Every smile  
tells a story

# Engagement and Services Manager Recruitment Pack

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Registered Charity in England and Wales (1108160) and Scotland (SC041034)



## Equal Opportunities & Safeguarding

CLAPA is **committed to safeguarding** and ensuring the welfare of children, young people and adults at risk, and expects all employees and volunteers to share this commitment. **The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment.**

CLAPA is committed to creating a diverse and inclusive environment and **we welcome applicants from all backgrounds and walks of life.** If you share our values and are passionate about supporting the UK cleft community, we want to hear from you. Our office is in London, but we have staff and volunteers across the whole of the UK. So whether you're down in Cornwall, up in the Scottish highlands, in the Cardiff suburbs or Belfast Central, you'll find a place in our team.

## About Cleft Lip and Palate

Early on in pregnancy, different parts of the face form and come together just above the top lip. If this doesn't happen quite as it should, the result is a gap or 'cleft' in the upper lip, the palate (roof of the mouth), or both. It's usually caused by a mix of genetic and environmental factors interacting in a way which can't be predicted or prevented. A cleft can affect feeding, hearing, speech, teeth placement and more. The treatment pathway can last 20+ years, including several surgeries.

**Around one in 700 people are born with a cleft – that's 1,200 each year in the UK alone.**

## About CLAPA

**The Cleft Lip and Palate Association (CLAPA) is a small charity supporting people born with a cleft and their families in the UK.** We bring together people affected by cleft to help them connect with others who share their experiences, welcoming them into a supportive community for life.

**Our vision** is of a society where everyone affected by cleft feels supported, connected and empowered to take control wherever they are on their cleft journey.

## CLAPA's Services

- Vibrant **social media channels** which promote positivity, bust myths and celebrate differences.
- **Online support groups** moderated by trained volunteers provide an instant connection for those looking for an informal support network.
- **Regular online events** give people the chance to talk about their experiences and worries and hear from others at all stages of the cleft journey.
- Confidential **one-to-one support** provided by trained volunteer patients and parents who reassure those most in need that they can cope with whatever lies ahead.

- Accredited **information** on cleft led by our community, reflecting their experiences and emotional needs as well as medical facts.
- An **Advocacy Service** that provides tailored information and signposting to those with complex enquiries.
- A **Children and Young People's Council** made up of 9-17-year-olds who meet to share their thoughts and experiences, helping to improve our support services as well as cleft research and NHS care.
- A consultancy service for **researchers** which connects their work with our community.
- A **feeding service** that supplies 15,000 subsidised items of specialist equipment for babies born with a cleft each year, including free of charge items for new and vulnerable families.

*“When my Sonographer told me about my baby's cleft I was devastated. Soon after, I found CLAPA who introduced me to a whole new community of smiles and support. The experience has been amazing.”*

– Parent of young child



## CLAPA's Values

- **Inclusive.** Everyone affected by cleft in the UK, regardless of background, identity or socioeconomic status, should be able to find a warm and welcoming community with CLAPA. We value all voices and want everyone to see themselves reflected in our work.
- **Trusted.** We passionately believe in doing what is best for the UK cleft community. Their needs and voices are at the front and centre of everything we do. We take responsibility for our mistakes and use them as chances to learn.
- **Adaptable.** We seek authentic feedback to help us raise the bar in everything we do. We don't stay stuck in our ways. We follow the evidence, try new things, and change with the times.
- **Collaborative.** We work best when we work together, whether this is as a staff team, as a community, or in partnership with others.

## CLAPA's Strategy

Following a year of global upheaval, CLAPA launched a one-year, digital-first strategy in April 2021 which built on the innovative work trialled during lockdown. This strategy had us re-imagine our services from the ground up with a digital focus that aims to improve accessibility, diversity and sustainability across the board.

As we look ahead to launching a new longer-term strategy in April 2022, we plan to continue to this work to develop a suite of high-quality, community-led, online services which will be able to keep pace with whatever challenges the future may bring.

### **Working for CLAPA**

Most of CLAPA's 16 staff are part-time, and all are partly or wholly home-based. Core working hours are Monday-Friday, 9am-5pm, but all staff have some flexibility around their hours of work and can request changes to their working patterns as per our Flexible Working Policy.

CLAPA is structured around a small Senior Management Team and Chief Executive who report to the Board of Trustees (the majority of whom have a personal connection to cleft lip and palate), and has a constructive, collaborative culture where all voices and contributions are valued. CLAPA encourages cross-team working to give staff a chance to test their skills and learn about every area of how a modern charity operates.

Although we work remotely, we keep in constant contact using CLAPA's Slack workspace and regular Zoom catch-ups, so staff are never alone when questions, concerns or ideas pop up.

### **This Post**

The Engagement and Services Manager is a member of the Senior Management Team reporting directly to the Chief Executive and the Board of Trustees. It is a key post within the organisation, with line management responsibility for 5 posts within the staff team as well as overall responsibility for volunteer management across the organisation. The post holder is also the Designated Safeguarding Lead (DSL) and Chairs the internal Safeguarding Committee which includes colleagues from the staff team and a Safeguarding Trustee.

# Engagement and Services Manager (Part Time)

## Job Description

**Salary:** £35,000 pro rata

**Hours:** Part-time (28 hours per week)

**Reporting to:** Chief Executive

**Based at:** CLAPA Office (E2 9DA), Cambridge Heath, LONDON OR based from home within the UK

**Safeguarding:** This post is subject to a successful DBS Enhanced Disclosure check/PVG/AccessNI

### Benefits:

- 25 days paid annual leave (pro rata), plus bank holidays and closure over Christmas from 24<sup>th</sup> December to 2<sup>nd</sup> January inclusive.
- Flexible working hours as agreed by manager, access to unpaid leave and 'Time off in Lieu' policy.
- 5% non-contributory pension.

### Job Description

The Engagement and Services Manager is a key post in the organisation with lead responsibility for overseeing safeguarding and volunteer management across the charity for the whole of the UK. The role reports directly to the Chief Executive, is a member of the Senior Management Team and works closely with the CLAPA Board of Trustees to ensure that our service delivery is of the highest standard and that the volunteers who support CLAPA on a regular basis are supported to deliver events and activities safely and appropriately. The post holder also has responsibility for the direct line management of the Engagement and Services team.

### Key Tasks

- Be the Lead Safeguarding Officer for the organisation, ensuring that safeguarding policies and procedures are regularly reviewed and updated and providing both leadership and expert advice and ensuring incidents are reported appropriately
- Champion safeguarding across the charity to ensure that all staff are effectively meeting their safeguarding responsibilities and that the charity remains compliant on all matters relating to safeguarding
- Work with SMT colleagues and the Board of Trustees on the development and delivery of the organisational strategy and operational plan
- Play an active role in the Senior Management Team, ensuring good governance and providing support to the Chief Executive and Finance Manager with developing and managing the organisational budget.
- Provide line management to the Engagement and Services team, ensuring that staff are supported to achieve delivery targets
- Encourage and support the team to work with the Fundraising team to maximise opportunities for income generation
- Establish and maintain excellent relations with the NHS Multidisciplinary Cleft Teams, most notably the Lead Nurses and Psychology Clinical Excellence Networks (CENs), represent CLAPA at meetings and engage with the teams to promote CLAPA's services
- Where appropriate, work with other charities to investigate and develop ways of working together
- Ensure that CLAPA's services are UK wide and accessible for all
- Lead on volunteer management for the charity, regularly updating and reviewing volunteer policy and processes and procedures and ensuring that CLAPA staff are fully trained in these practices.

- Work with staff to ensure the appropriate induction, training, support and management of volunteers
- Support the Fundraising team to communicate Fundraising Campaigns as widely as possible
- Keep up-to-date with the communications from the Diversity Committee and ensure that all services delivered by the Engagement and Services team are developing in line with this guidance.
- Ensure the wellbeing of colleagues, volunteers & beneficiaries at all times
- Any other duties deemed appropriate

## Person Specification

### Essential

- High level of knowledge and understanding of safeguarding issues and recent training completed
- Proven track record of developing productive relationships with colleagues, volunteers and beneficiaries
- Experience of managing people with an ability to motivate and inspire
- Experience of successful operational management
- Experience of volunteer recruitment, training and supervision
- Able to work with senior health professionals
- Able to develop good partnerships, relationships and links with others and able to exert positive influence with all stakeholders
- Excellent skills in customer service and relationship management
- Proven ability to take initiative and responsibility to get things done
- Well organised, able to prioritise work for self and others. Highly developed sense of personal integrity
- Ability to plan and manage a number of simultaneous activities and deal with conflicting priorities to meet targets and deadlines with accuracy and efficiency
- Experience of managing project budgets
- Being able to remain calm under pressure and manage stress in a positive and solution-focused manner
- Strong working knowledge of Microsoft Word, Outlook and Excel
- Excellent written, verbal communication and interpersonal skills with the attributes necessary to achieve credibility at all levels
- Experience of working as part of a team
- Prepared to work occasional out of hours and weekends

### Desirable

- A track record of senior management experience including experience of working with or reporting to a Board
- Experience of successful strategic management including the development of an organisational strategy in a complex and changing environment
- Knowledge or understanding of cleft lip and/or palate
- Experience of working with customer management databases
- Understanding of the complexities of the NHS and/or organisations within this structure
- Experience of project management/using project management frameworks

## How to Apply

Please complete the online Application Form: [https://clapa.formstack.com/forms/clapa\\_application\\_form](https://clapa.formstack.com/forms/clapa_application_form)

You may request an application form in another format by emailing [info@clapa.com](mailto:info@clapa.com) with 'Engagement and Services Manager Recruitment Pack Request' in the subject.

All applications are subject to our shortlisting process; so if you're shortlisted we will contact you and invite you to attend an interview. We'll also tell you if there will be any skills tasks to complete as part of the recruitment process. If you are shortlisted you will be asked to complete a criminal records disclosure. To check how information should be disclosed and your rights check [NACRO guidance](#).

If you have not heard from us by 7<sup>th</sup> March, please assume your application has been unsuccessful.

**Applications close:** 28<sup>th</sup> February 2022 at 5pm

**Interviews:** 10<sup>th</sup> March 2022

**Start date:** End of April / early May 2022

## Criminal Record Background Checks

If you are invited for an interview, you will be sent a **Criminal Record Declaration form**. You will need to complete this form prior to the interview, but it will be stored securely and will only be looked at if we wish to make you an offer of employment. If you have declared that you have a criminal record on this form, we will complete a risk assessment process in line with our Safeguarding Policies.

**This role requires a basic background check** which will be completed prior to the successful candidate starting in post. This will be completed through the **Disclosure and Barring Service (DBS)** for those in England and Wales, **the Protecting Vulnerable Groups (PVG)** scheme in Scotland, or the **Access NI** scheme in Northern Ireland.

## Contact

Contact Claire Cunniffe, Chief Executive at [claire.cunniffe@clapa.com](mailto:claire.cunniffe@clapa.com) or call the CLAPA office on 020 7833 4883 if you have any questions about the role or the application process.

Due to COVID restrictions, our office is closed, but if you leave a message on the answerphone we will call you back as soon as possible. Please leave your full name and phone number when leaving a message.