



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Family Hub Manager	Grade: PO5
Section: Place and Partnerships	Directorate: Wandsworth Children’s Services
Responsible to following manager: Head of Cluster	Responsible for following staff: Front of House staff
Post Number/s:	Last review date: January 2026

Working for the Richmond & Wandsworth Better Service Partnership

We’re Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children’s services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We’re here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That’s why, at Richmond & Wandsworth Better Service Partnership, you’ll be at the forefront of innovation in local government, and we’ll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

The Family Hub Manager plays a pivotal role in ensuring the smooth operation and welcoming environment of Family Hubs across the borough. You will be overseeing the daily activities of Front of House Officers, ensuring they are effectively managing their tasks and responsibilities. You will be responsible for the first point of contact for families, professionals, and community members accessing the Hub, building management support, and site-based coordination. Your role ensures that our Family Hubs remain safe, responsive, and accessible spaces, fostering engagement with local services and supporting positive outcomes for children and families.

This role involves excellent partnership working with other partners including the community, voluntary and faith sector organisations, ensuring services from Family Hubs, Children's Centres and wider youth provision are delivered effectively to meet the needs of the community and improve outcomes for children, young people and families.

Specific Duties and Responsibilities

1. Supporting the head of cluster to lead on service development and transformation in accordance with programme and project plans.
2. Assisting the head of cluster to coordinate Early Help services delivered through the Family Hub and its spokes, ensuring a joined-up approach across all partners.
3. Build and maintain strong relationships with statutory, voluntary, community and faith sector partners to support collaborative service delivery. Understands inequalities and works with trusted VCFS to promote access to Early Help services and support
4. Supporting to develop and implement partnership protocols and service pathways that align with local and national Early Help strategies, including the Best Start for Life government strategy, and Stable Homes built on Love.
5. To provide innovative approaches to operate services for children and their families within the governance, legislation, policy and practice frameworks of the Council.
6. Actively promotes and embeds equality, diversity and inclusion both within the organisation and including service delivery, carry out duties with regard to the Council policy.
7. Develop and utilise robust data recording systems, monitor and evaluate the effectiveness of service delivery, using data and feedback to drive continuous improvement.



8. Work with the other Family Hub Managers to ensure best use of resources across the borough being responsive to families' needs.
9. Support the development of a shared outcomes framework and ensure partners are aligned in delivering measurable impact.
10. Promote the Family Hub model and its benefits to families, professionals, and the wider community via the Family Information Service.
11. Overseeing building management, performing risk assessments, and ensuring compliance with health and safety regulations.
12. Assisting the Head of Cluster in effectively managing, planning, monitoring, and controlling delegated budgets and resources to ensure value for money and the efficient use of assets.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding of Early Help services and the Family Hub model	✓		A&I
Proven experience in managing the operational functions of reception, facilities, or front-of-house roles within community, education, or social care settings.	✓		A&I
Understanding of safeguarding principles and confidentiality including GDPR, particularly in relation to children and vulnerable families.	✓		A&I

Understanding and knowledge of building safety, fire regulations and operational risk management, with an eye for detail and a proactive approach.	✓		A&I
Able to work effectively to support, manage and implement change in a rapidly changing environment to create positive change.	✓		A&I
Experience	Essential	Desirable	Assessed
Proven experience managing front-of-house, reception or facilities support within a community, early years, education or social care setting.	✓		A&I
Extensive experience and proven track record of successfully collaborating with partners, in a complex stakeholder environment.	✓		A&I
Experience of problem solving and ability to handle unexpected situations and find solutions	✓		A&I
Experience of working in an urban, multi-ethnic community	✓		A&I
Experience of managing multiple tasks simultaneously and prioritising effectively	✓		A&I
Experience of monitoring and evaluating service delivery	✓		A&I
Skills	Essential	Desirable	Assessed
Excellent interpersonal skills; able to handle sensitive enquiries calmly, respectfully, and confidentially.	✓		A&I
Highly organised, reliable, and responsive, with the ability to manage multiple tasks and prioritise effectively.	✓		A&I
Calm and respectful handling of sensitive enquiries.	✓		A&I
Proactive approach to problem-solving and site coordination.	✓		A&I
Ability to analyse complex written and statistical data, produce and present high-quality evidence-based reports.	✓		A&T
Qualifications	Essential	Desirable	Assessed
GCSEs (or equivalent) in English and Maths (Grade C/4 or above)	✓		A&I



Customer Service or Business Administration or Leadership NVQ Level 2 or 3		✓	A&I
Basic Health and Safety awareness training (e.g. manual handling, fire safety, COSHH)		✓	A&I
Safeguarding Training (Level 1 or 2)		✓	A&I

A – Application form / CV

I – Interview

T – Test

C - Certificate