



Head of Delivery

Candidate Brief
March 2022



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Welcome

It's a pleasure to know that you are interested in working with us and already I feel sure that you will share our dedication to improving the health and wellbeing of babies and young children in the UK by tackling child inequalities.

The Head of Delivery is particularly important to our ambitions for the future and as we scale up our programmes.

We are seeking someone who can combine the keeping the eye on the bigger picture with a highly disciplined approach to programme planning and delivery.

The contribution you will make and the outcome of your work will be increased tangible support for some of the most vulnerable parents and their children in those crucial early years. In your endeavours you will be able to count upon the full support from everyone here, including the trustees, which includes a commitment to invest in fundraising over time and as the business case evolves.

I promise that you will be joining a great team of determined staff and volunteers in a growing charity, in a collaborative, professional culture.

As you find out more about what we do, I hope that you will be inspired to want to join us to give vulnerable parents and children the very best beginnings.

With best wishes,

Esther Hamilton

Chief Operating Officer



About us

Best Beginnings is an established high-profile national charity with the primary purpose of tackling child health inequalities and enabling parents to help give their children the best start in life, regardless of income or background.

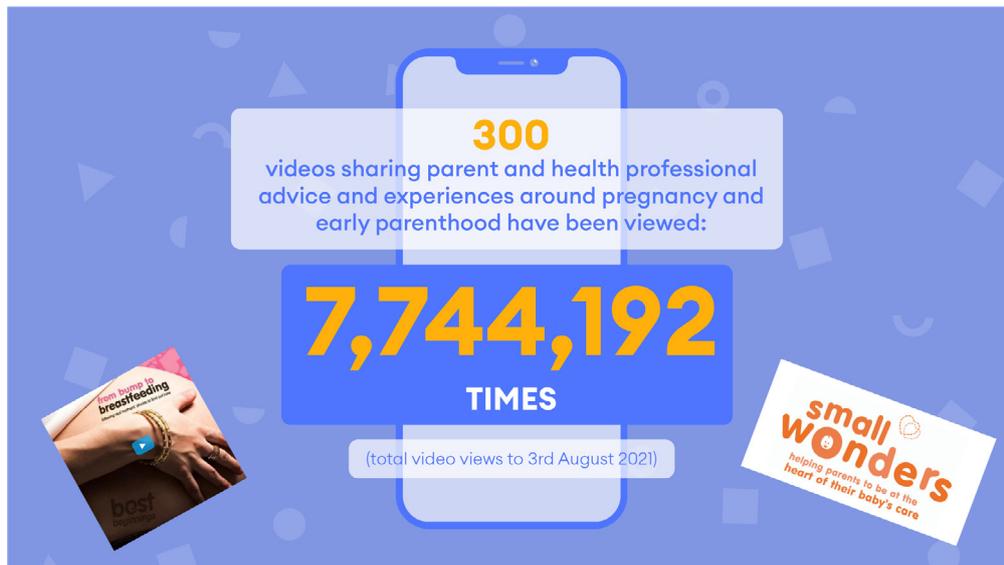
We believe passionately that all children from all backgrounds deserve the nurturing loving care and attention that provides for their healthy development.

We are at the leading-edge of developing innovative solutions to support parents, families and professionals to offer the highest quality of care and life opportunities to children from pre-conception to the third birthday.

Since the formation of the charity in 2007, Best Beginnings has developed and successfully activated digital and non-digital support for parents and healthcare professionals across the UK.

We are an ambitious charity and are pursuing a strategy for growth to ensure that our resources have the maximum reach and positive impact where help is most needed in the UK and internationally.





Why Best Beginnings?

From conception, a strong beginning will lay the foundation for maximising children's potential throughout their life course and enhancing their long term life chances.

Every year in the UK, tens of thousands of babies do not get the start they need in life simply because of their family circumstances.

Deprivation in its various forms is associated with premature birth, low birth weight, neonatal illnesses, delayed language and speech, developmental disorders and deaths in infancy.

Our Vision

Through supporting all parents, co-parents and care-givers to give their children the best beginning in life, we will help the whole of society now and for the future.



Our mission

By providing expert support and practical help, largely through our free parenting app, Baby Buddy, we give parents, co-parents and caregivers the knowledge and confidence to take good care of themselves and support them to build healthy, happy lives for their children. We are here for all families, with an unwavering commitment to reducing inequalities.

Our values

Personal

As no two parenting journeys are identical, we offer a personalised experience and reliable information to reflect and support those differences

Inclusive

Our passion for diversity and inclusion, and for reducing inequalities, drives us to ensure that mothers, fathers, co-parents and other caregivers and professionals of all backgrounds help shape what we do and benefit from our work

Collaborative

We work collaboratively with mothers, fathers, co-parents, other caregivers, frontline professionals, charitable organisations and the wider community to ensure our information is relevant and reliable and to help drive structural change, so families are better supported

Supportive

We provide empowering 24/7 support, which builds upon the strengths and capabilities of parents and other caregivers and directs them to trusted resources to provide additional help if they need it

How we work

As a parenting charity, we focus our work on the ‘window of opportunity’ from preconception to a child’s fifth birthday, where the foundations for a healthy and happy life are laid.

We forge partnerships and collaborate with:



Our work informs and empowers parents and other care-givers of all backgrounds to build the knowledge and confidence they need to look after themselves and to provide nurturing care for their children.

We use our data-driven approach and the latest research and evidence about pregnancy and early years development to inform our work, so parents and health professionals can trust that the support that we offer will lead to better outcomes.

We provide mothers, fathers, co-parents and other care-givers easy access to additional support, including the 24/7 Baby Buddy Emotional Support Helpline, as no one should have to face a crisis alone.

We inform and influence policy, with a focus on working to reduce inequalities across health and the early years, to maximise the health, wellbeing and life-chances of young children from all backgrounds.

For more information

Please visit our main website: bestbeginnings.org.uk

Download our [Final Report 2020-21](#)

Context for the appointment

The Head of Delivery will report directly to Chief Operating Officer and will be a member of the Senior Management Team. The postholder will need strong strategic project planning and management skills and use their own initiative to seek solutions and keep programme planning and delivery on track.

A good knowledge of community development principles and exceptional reporting and communication skills, along with a passion for social justice for seldom heard communities is required.

This role will be responsible for directing all aspects of programme management including planning, budgeting, delivery, impact reporting, evaluation management, training and management of the delivery team colleagues.

The post requires someone who is a confident manager and communicator, with a strong track record of building and maintaining successful relationships with key internal and external stakeholders, as well as providing support and advice across multiple teams and organisational functions.





Job description

Job title:	Head of Delivery
Salary:	£45,000
Contract:	Full time, permanent
Location:	London SE1 and hybrid working
Reports to:	Chief Operating Officer
Responsible for:	Delivery Lead Programme Manager for the Surrey Heartlands Programme

Job purpose

To hold lead responsibility for the effective delivery of the range of planned projects and programmes that Best Beginnings deploys in order to meet its charitable objectives and commitments to donors and funders.

Areas of responsibility

- Reporting to the COO, partner with them on the development of the delivery strategy including establishing and formulating robust operating and delivery procedures.
- Developing and implementing organisational programme and project management processes and systems, ensuring tools are applied effectively and consistently across the organisation.
- Working with the delivery team to plan for the delivery of each programme that ensure maximum impact and success for recipients participating in each programme.



- Ensuring that each programme and project has a fit-for-purpose project plan which will enable efficient delivery and successful impact monitoring.
- Responsible for the management and collaboration across all Best Beginning teams and funders to ensure the successful delivery of all aspects of the projects, supporting colleagues to translate programme plans into effective and high impact delivery and measurable outputs and outcomes.
- Working with the finance team to ensure alignment of budget and spending within programme plans.
- Overseeing risk management in the delivery of each project and ensuring that safeguarding, privacy and dignity of the recipients of the programmes are respected at all times.
- Working with the fundraising and sustainability team to create winning pitches for programming opportunities, ensuring all aspects of the delivery, impact and evaluation process are outlined fully and are costed and budgeted for accurately.
- Working with the engagement and marcomms teams, ensure all programmes implement robust communications and marketing campaigns to raise awareness across a wide range of stakeholders and to enable strong content gathering.



- Working with the policy, evaluation and impact team to ensure robust policy making, evaluation and impact reporting frameworks are in place and delivered across all Best Beginnings projects.
- Representing and carrying out the role of Best Beginnings programmes spokesperson at meetings, conferences and events, as required.
- Delivering high quality monthly/quarterly/annual internal and external reporting within specific timelines.
- Line-manage and matrix-manage relevant roles and consultants, as necessary.





Person specification

Experience and knowledge

- Exceptional delivery and project management skills in a similar senior-level role, with experience of managing multiple projects concurrently, including report writing and adhering to reporting deadlines.
- Experience of community development and a proven track record of bringing the seldom heard voice into the decision-making process.
- Proven track record of converting data dissemination into meaningful presentations.
- Proven experience of working with a range of stakeholders including communities, health professionals and voluntary sector partners.
- Competent computer skills (Word, Excel, PowerPoint) and competent in using digital technology to support delivery: Zoom, Microsoft Teams and Eventbrite.

Skills and values

- A strong commitment to ensuring that parents and co-parents voices are heard and that this drives service development and decision making.
- Proven ability to successfully design, implement and develop processes and systems in line with best practice.
- Strong strategic thinking and problem-solving skills and the ability to appraise options and adapt plans as required.
- Proactive and able to confidently take initiative and make appropriate decisions.
- Proven experience of good business writing skills, excellent communication, organisational, prioritisation and time management skills.
- Highly organised with excellent information and database management skills.
- Ability to prioritise workload and work under pressure/pivot and available to work evenings and weekends as required.



Other conditions

- Some out-of-office hours work will be required from time to time as well as travel within the UK.
- The role is subject to an Enhanced DBS check in line with our commitment to safeguarding vulnerable adults and children.

Commitment to equality, diversity and inclusion

Best Beginnings is committed to diversity and inclusion in its workforce.

As an employer we seek to attract applications from the widest possible talent pool and to appoint on ability irrespective of race, religion, age, disability (including hidden disabilities), marital/civil partnership status, sex, gender identity, or sexual orientation.

We particularly welcome applications from candidates with lived experience (actual or by association) that is relevant to the people and communities we support.

Best Beginnings actively promotes a culture where people can be themselves, are valued for their strengths and are recognised for the contribution they make to the achievement of our mission.





What we offer

The chance to work in a dynamic, fast-paced and supportive team where individuals have a chance to develop and grow. We offer:

Flexibility

The potential for some remote working – we envisage the post-holder would spend two days per week in the office.

26 days annual leave per year, (plus bank holidays).

In addition Best Beginnings gives all staff one additional celebration day for a birthday or special occasion that is important to you.

There is an Employee Assistance Programme, with telephone and face-to-face support available for employees and their dependents or partners that live with them.



How to apply

For an informal and confidential discussion, please contact our recruitment partner, NFP Consulting:

Vikki Park Principal Consultant | NFP Consulting
07495 259 123 vikki.park@nfpconsulting.co.uk



Application is by way of CV and a Supporting Statement.
For more information and to apply online, please visit:
www.nfpconsulting.co.uk/bestbeginnings

Closing date: Sunday 24th April

Selection process and timescales

Stage 1:

First round of screening interviews conducted by NFP Consulting.

Stage 2:

Final interview with a panel including Trustees. Candidates will be asked to prepare a presentation in advance. There will also be the opportunity to meet with staff.

Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process. Any requests will not affect the decision making itself.

Please let us know if you would like to receive this information in a different format.