

## Job Description – Children & Young Adult's Deputy Manager

Reporting to:	Children & Young Adults Service Manager
Salary:	£31,000 per annum
Location:	Harrow and Ealing
Hours of work:	37.5 hours a week, including regular weekend work. Flexibility is required to work across both KCA (Harrow) and off-site venues (Ealing).

### Job summary

You manage day-to-day operations to achieve positive outcomes for children and young adults with learning disabilities and complex needs. You provide mainstream activities both within our centre and in the community. You support the Children & Young Adults Service Manager in line-managing permanent and sessional special needs playworkers. This role includes direct responsibility for planning and delivering weekend and holiday clubs based off-site venues such as schools in Ealing and Harrow and our KCA centre.

You develop and oversee the delivery of meaningful activity programs for children and young adults, including storytelling, dance, drama, music, cooking, arts and crafts, sports, group games, messy play, and community outings.

You create person-centred support plans for children and young adults with high support needs, including those who display distressed behaviours. You support your team members in delivering these plans. You follow LDN London's policies and procedures.

You practice the values of:

**K**indness in your interactions with children and young adults.

**C**hoice by offering meaningful activities that matter to the person you support.

**A**mbition to engage children and young adults of all abilities, helping them develop and enjoy their experiences.

You promote KCA's values, aims, policies, and procedures.

Child protection is your priority. You Speak Up against practices that do not support safeguarding and our core values. You monitor, report, and act on safeguarding matters. You proactively ensure the team safeguards and protects children and young adults from abuse.

You place the needs, preferences, and aspirations of the individuals you work with at the heart of all planning and decision-making, empowering children and young adults to achieve their goals, build independence, and live fulfilling lives.



## Key responsibilities

Meet every child's and young adults needs.

- You ensure the needs of every child and young adult are met by having **Ambition** about learning outcomes and collaborating effectively with a multidisciplinary team of external professionals.
- You exhibit flexibility, enthusiasm, and self-motivation to support forward-thinking, change, and swift responses to the unique needs of each child and young adult.
- You foster relationships with the families of children, involving them and providing factual professional feedback on their child's development.
- You complete assessments and develop plans that promote **Kindness** and an enabling environment for children and young adults with a learning disability.
- You plan and deliver varied, balanced, stimulating, fun, and exciting play and learning activities for children and young adults with learning disabilities, including severe and complex health and communication needs, autism, and ADHD.
- You create systems that praise and celebrate children's accomplishments.

## Living our values and understanding our work

- You work with your team members to maintain a clean and inviting environment with well-kept play & learning resources.
- You develop nurturing and supportive environments for children, young adults, and staff to flourish and have fun.
- You lead by example on our Positive Behaviour Support framework, focusing on team members' understanding and addressing underlying needs rather than behaviours.
- You ensure the team works on assessed needs and support plans, with detailed, reflective observations providing developmentally challenging next steps for children.

## Leading the team

- You practice and promote empathy, commitment, and creativity to effectively work with children of varying abilities and diverse backgrounds.
- You support the service manager in leading with the patience and resilience required for staff members.
- You induct, provide supervision, and support skills development of team members.
- You deliver internal training and refreshers to the staff team.
- You are the line manager for staff in the services you are responsible for.
- You lead the team in activities, providing coaching and support.
- You maintain high visibility, communicate confidently, and organize effectively.
- You ensure that paperwork, digital systems, and reports are consistently updated and completed by the team to facilitate exceptional care, learning, and feedback.

## Leading safeguarding and safety

- You take a proactive approach to Health and Safety and conduct thorough risk assessments and plan appropriately for groups and 1-to-1 activities, both within our building and the community, to support the children's needs and minimize risk.
- You support staff in understanding children's individual needs, health, and care requirements, including eating, using the toilet, nappy changing, as well as administering medication, tube feeding, and manual handling.
- You challenge any staff behaviours or practices that deviate from KCA's values.
- You communicate with parents and professionals to facilitate children's care and safeguarding.
- You participate in the on-call system for out-of-office hours and weekends.

### Improving quality

- You are a key player in ensuring KCA receives excellent outcomes in internal audits and those of external authorities.
- You ensure KCA is Ofsted compliant and lead Ofsted inspections.
- You implement the Positive Behaviour Support framework.
- You ensure internal policies and procedures are adhered to while also meeting external legislation and guidelines from our governing bodies.

### Personal Development

- You identify personal development needs to meet operational and professional requirements.
- You attend internal and external learning events to develop relevant knowledge, techniques, and skills.
- You maintain a detailed knowledge of the organization's services.
- You manage your time effectively to fulfil responsibilities aiding business development.

### Administration and finance

- You manage staff rotas for optimal coverage within salary budgets and service needs .
- You assist in children's bookings and changes.
- You use strong organizational skills for daily and long-term planning and foster efficient communication with staff and senior management.
- You ensure staff use Kinderly, CPOMS and other recording systems as required.
- Manage effectively the core team and sessional staff hours to meet service needs and provide financial sustainability.
- Ensure effective budget management and spending as instructed by the Manager.

### Delivering results

- You ensure that every child and young adult engages in activities.
- You record session outcomes.
- You ensure that the service is compliant regulatory requirements.
- You work to reduce stress triggers for children & young adults.
- You develop strong operational relationships with social work and education networks.
- You represent the service ensuring children voices are central to planning.
- You respond to family concerns promptly, building lasting and supportive relationships.
- Lead the planning, setup, staffing, and delivery of sessions across KCA in Harrow and off-site venues such as Ealing, ensuring quality, safety, and meaningful outcomes.

To ensure the effective delivery of the service, a degree of flexibility is required. The post holder will work at offsite community settings. May be asked to undertake additional responsibilities not explicitly outlined above, provided they fall within the scope of the role. Given the demands of the service, particularly during school holidays, the post holder will be expected to work in a busy environment, and annual leave may be restricted during these peak periods.

Selection criteria	
The values, skills, and knowledge need to demonstrate	
The deputy manager should	Examples that may show competence
Understand child development & SEND	<p>Four years of work experience in childcare, education, youth work, or a similar setting.</p> <p>Understanding of SEND, including supporting children and young adults with learning disabilities, autism, and complex needs.</p> <p>Understanding of different developmental stages in relation to social, emotional, health, and educational development.</p> <p>Positive approach to distressed behaviours, with experience in Positive Behaviour Support (PBS) or similar.</p> <p>Awareness of inclusive practices and barriers faced by families of children with SEND in accessing services.</p>
Have good judgement	<p>One year of experience in a role with line management responsibilities, including supervision, coaching, and performance management.</p> <p>Ability to prioritise tasks effectively and make sound decisions based on needs and risks.</p> <p>Flexibility and problem-solving skills, demonstrating self-motivation and forward-thinking approaches.</p> <p>Learning from mistakes and experience to improve service quality and support delivery.</p>
Improve quality	<p>Ability to develop enabling environments that support engagement, learning, and social interaction.</p> <p>Strong ability to manage building and children's resources effectively.</p> <p>Experience in monitoring and improving service delivery, ensuring compliance with Ofsted requirements and internal audits. Experience leading Ofsted inspections.</p> <p>Knowledge of Health &amp; Safety legislation and ability to conduct risk assessments to minimise hazards.</p>
Communicate effectively	<p>Ability to adapt communication for different audiences, including children with communication difficulties, parents, and professionals.</p> <p>Work as part of a team while also demonstrating self-leadership and initiative.</p> <p>Strong written skills for completing reports, care plans, and digital system entries.</p> <p>Ability to represent the service professionally, building strong relationships with families, schools, and local networks.</p> <p>Strong communication skills with families and handling parent expectations and resolving concerns.</p>
Manage finances effectively	<p>Ability to manage staff rotas efficiently to meet service needs and budget constraints.</p> <p>Experience in budget management and financial oversight as instructed by the manager.</p> <p>Ability to use IT systems effectively for administrative and record-keeping purposes.</p>
Manage resources effectively	<p>Evidence of being organised.</p> <p>The ability to use IT systems.</p>

The values, skills, and knowledge need to demonstrate	
The deputy manager should:	Examples that may show competence
Understand and manage risk	Safeguarding knowledge, ensuring children and young adults are protected from harm. Current Level 2 or 3 Safeguarding Training.
Lead safeguarding	Ability to identify and assess risks, ensuring safe and effective service delivery. Comprehensive understanding of safeguarding protocols and child protection. Familiarity with multi-agency working, including collaboration with schools, social services, health services, and local authorities to support children with SEND.
Health and safety	A clear understanding of the requirements for a safe and healthy environment for people we support and staff.
Value equity, promote diversity, and champion inclusion	Commitment to inclusion, ensuring every child and young adult is empowered and supported. Experience in creating and delivering inclusive activities for children with SEND. Ability to challenge barriers to access and participation for children with disabilities.
Additional requirements	
Availability	Flexibility with working hours, including weekends, evenings, and school holidays. Reliability and strong time management skills to ensure service continuity.
Education	Level 3 qualification in childcare, youth work, or a relevant field. Training in safeguarding, PBS, first aid, de-escalation.
Driving Licence	A full UK driving licence and willingness to drive service vehicles is desirable.
Managing multiple groups	Desirable experience delivering services across multiple sites.



Kindness



Choice



Ambition