

Centre Manager - Children & Young People's Community Services (SEND)

Reporting to:	Assistant Director for Children, Families & Community
Salary:	£39,200 (subject to role upgrade as services expand)
Location:	Harrow (with planned service expansion into Harrow and Ealing school and community sites).
Hours of work:	37.5 hours a week, including some weekend work.

Job summary

You are responsible for the effective leadership, delivery, and ongoing development of high-quality centre-based and community SEND activities for children and young people aged 5-25. This includes services such as short breaks and after-school, weekend and holiday clubs.

You will role-model excellent practice, oversee planning and measure the impact of high quality care, learning outcomes, safeguarding practice, well-coordinated staffing and financial sustainability.

You will lead and develop a team of deputy managers, session leaders, permanent staff, and sessional workers, ensuring that all practice aligns with organisational values, policies, and the Positive Behaviour Support (PBS) framework.

You will play a key role in embedding high standards, empowering children and young people, and delivering inclusive, safe and engaging activities aligned with SEND best practice.

Demonstrating Organisational Values:

Kindness in staff interactions with children and young adults.

Choice by offering meaningful activities that matter to the people we support.

Ambition to engage children and young adults of all abilities, helping them develop and enjoy.

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 protect 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 people to achieve their goals, build independence, and live fulfilling lives.

Key responsibilities

Person-centred planning and support.

You:

- Ensure every child and young person's needs are met through high-quality, person-centred approaches.
- Promote learning outcomes, communication progress, independence skills, and wellbeing using appropriate SEND strategies.
- Work collaboratively with multidisciplinary professionals and families.
- Lead as Deputy Designated Safeguarding Lead (DSL), ensuring timely reporting, strong safeguarding culture, and staff competency.
- Build and maintain strong, positive relationships with families. Involve parents and carers in planning, decision-making and reviews.

- Provide accurate and professional feedback on progress using digital systems, meetings and written reports.
- Work collaboratively with Family Workers and other professionals to ensure families are supported and informed.
- Lead the creation of support packages, assessments, personal plans, risk assessments and PBS-informed approaches.
- Champion inclusive, developmentally appropriate play, learning, and community participation.
- Plan and oversee a diverse programme of activities, including storytelling, drama, music, cooking, arts and crafts, sports, group games, messy play, sensory experiences, and community outings, transitions and skill development.
- Ensure activities are developmentally appropriate, inclusive, and aligned with individual support plans.
- Actively observe and measure the impact of activities on children and young people's progress.
- Role-model high-quality positive interaction, engagement and play.

Leading the team

You:

- Provide strong, visible, confident leadership across all centre and community services.
- Deliver high-quality induction, supervision, appraisals, and ongoing staff development.
- Support and develop staff to meet children's needs, including personal care, communication support, behaviour support, and complex health needs.
- Promote equality, inclusion, and positive team culture.
- Manage performance, wellbeing, attendance, and HR processes in partnership with senior managers and HR.
- Ensure reflective practice and debriefing take place following incidents.
- Ensure staff are trained and competent in supporting children and young people with high support needs, including behaviours of concern, complex communication needs, personal and intimate care, medication administration, tube feeding, manual handling and health protocols.
- Lead safe practice and ensure continuous development of staff skills in these areas.
- Complete staff-related risk assessments and manage staff absences in line with organisational procedures, ensuring safe staffing levels and service continuity.

Leading safeguarding and safety

You:

- Are the Deputy Designated Safeguarding Lead (DSL) and provide safeguarding leadership across all sessions, including centre-based, school-based, and community activities.
- Support staff to recognise, report, and respond to safeguarding concerns, including early indicators of abuse, neglect, exploitation, or unsafe practice.
- Ensure all safeguarding concerns, disclosures, and incidents are recorded accurately, promptly, and in line with organisational and local authority procedures.
- Lead on safeguarding decision-making, ensuring timely liaison with children's social care, police, health professionals, or other safeguarding partners.
- Lead incident reviews, ensuring timely recording, reflective practice, and learning for individuals and the wider team.
- Support a culture of openness and continuous improvement where incidents, concerns, or near misses are reported promptly and addressed safely.

- Lead internal safeguarding reviews, including fact-finding, incident analysis, and contributions to multi-agency meetings.
- Participate in the on-call system to provide support and guidance outside of standard operating hours when required.

Finance

You:

- Manage core and sessional staff hours effectively.
- Maintain financial sustainability and achieve targets.
- Ensure accurate data for invoicing, funding returns, and payroll.

Administration & Operations

You:

- Lead day-to-day operations at the Centre and off-site community/school venues.
- Oversee rotas, staff deployment, and annual leave planning.
- Maintain accurate attendance, digital records, children & young people's support plans and monitoring systems.
- Coordinate bookings, service schedules, and communication with families and professionals.
- Uphold high standards of Health & Safety, building compliance, and risk assessment.
- Ensure the centre and community venues are clean, safe, and welcoming at all times.
- Oversee the organisation, maintenance, and replenishment of play, sensory and learning resources to support high-quality learning environments.
- Ensure all digital systems, records, support plans, safeguarding logs, and monitoring tools are maintained to a high standard.

Strategic Development

You:

- Are the primary Ofsted contact for the service, ensuring readiness for inspection and maintaining compliance with inspection frameworks. Lead preparation for internal audits and external quality reviews, ensuring records, systems and practice meet regulatory requirements.
- Lead and support the expansion of community services into local schools in Harrow and Ealing, including new after-school provision, weekend activities, School-based holiday programmes.
- Support operational planning, partnership development with school leadership teams, and mobilisation of new venues.
- Ensure full compliance with Ofsted, local authority standards, internal policies, and the PBS framework.
- Support service diversification, digital development, and innovative programme design.
- You will support the expansion of services to additional sites and your role will expand to include multi-site leadership.

Personal Development

You:

- Manage time effectively to meet operational, leadership, and development responsibilities.
- Engage in internal and external training to maintain high standards of SEND practice.
- Maintain comprehensive knowledge of organisational services and best practice.

Key Performance Indicators

- Quality of Care - Ensuring exceptional practice, strong relationships, and safe, inclusive sessions.
- Learning & Activity Outcomes - Evidencing progress in communication, independence, engagement, and wellbeing.
- Staff Retainment & Development - Building a stable, skilled staff team with strong supervision, CPD, and wellbeing support.
- Health & Safety - Ensuring robust risk management, daily checks, medication safety, and compliance.
- Safeguarding & Child Protection - Leading safeguarding culture, DSL processes, training, reporting, and decision-making.
- Financial Performance - Meeting budgets, controlling expenditure and ensuring sustainable service delivery.



Kindness



Choice



Ambition

This role is subject to enhanced DBS checks and ongoing safeguarding requirements. Flexibility is required, and additional duties may be assigned in line with service needs and our charitable activities. Annual leave may be limited during pick periods in the year.

Selection criteria		
The Centre Manager should have	Examples that may show competence	
Strong understanding of child development, SEND practice and staff management	Minimum 5 years' experience in childcare, education, SEND, youth work, or similar. Minimum 3 years of management experience in a related setting. Strong knowledge of SEND, Positive Behaviour Support (PBS), and inclusive practice.	Essential
Effective organisation skills	Excellent organisational, leadership and team-management abilities.	Essential
Knowledge of Ofsted childcare requirements	Knowledge of Ofsted childcare requirements. Experience of preparing for inspections. Understanding of safeguarding and compliance expectations	Essential
Excellent communication	Excellent written, verbal and digital communication skills. Ability to adapt communication for different needs, including SEND. Experience working with multi-agency professionals. Confident presenting to groups.	Essential
Experience of administration, digital systems and resource management.	Excellent record keeping and understanding of monitoring systems. Strong organisational skills and experience managing physical and learning resources. Ability to use multiple digital platforms. Experience with rota planning and staff deployment.	Essential
Knowledge of how to support health, safety and wellbeing	Knowledge of health and safety procedures and ability to ensure safe, inclusive environments. Understanding of personal care, medication protocols, manual handling and intimate care procedures. Experience completing and reviewing risk assessments for activities, environments, behaviours of concern and complex health needs.	Essential
Experience of safeguarding children & young adults	Designated Safeguarding Lead (DSL) training or willingness to train. Strong understanding of child protection procedures and multi-agency processes. Confidence working with safeguarding partners, including children's social care, health, police and education. Awareness of safeguarding risks and vulnerabilities specific to children and young people with SEND.	Essential
Excellent inclusion and equity understanding	Strong commitment to inclusive practice for children and young people with SEND. Experience promoting fairness, respect and cultural sensitivity when supporting families and staff.	Essential
Availability	Flexibility to work evenings and weekends.	Essential
Education	Level 3 qualification or above in childcare, youth work, education or a relevant field. Trained in PBS or de-escalation or willingness to train.	Essential
Driving Licence	Full UK driving licence	Desirable
Experience managing multiple sites and service locations	Experience managing community-based or school-based SEND services.	Desirable