Job Description: National Breastfeeding Helpline

**NBH @ Night Project Manager**

About the National Breastfeeding Helpline

The National Breastfeeding Helpline (NBH) provides independent and quality-assured information and support to breastfeeding mothers, parents and families and for anyone involved in a breastfeeding mother or parent’s care. Last year, almost 43,000 calls were made to the NBH and this figure is rising.

 It offers support via the phone, webchat and social media message. The NBH includes an option for Welsh callers and other minority language lines, an NBH-integrated voicemail service and a Drugs in Breastmilk Information Service. The helpline is managed by the Breastfeeding Network (BfN) and operated in partnership with the Association of Breastfeeding Mothers (ABM).

The feedback below highlights the difference the day-time service already makes, and the potential impact you can help us to achieve:

*‘The first phone call I made 10 months ago, I was so done with feeding my newborn. But the support the lady gave me was out of this world. Nearly 3 hours on the phone and that gave me the power to carry on.’*

*‘I called to discuss stopping breastfeeding my one-year-old. It was so refreshing to be fully supported in this decision and not feel challenged or pressured to continue.’*

*‘They supported me with zero judgment. Understood that every breastfeeding journey is different @BfN\_UK’*

Role Summary

The NBH @ Night Project Manager will manage an exciting, national pilot project for a new staffed night-time service extending the hours when women and families can access, often life-changing support, to 24 hours per day. The project manager will co-ordinate all aspects of staffing, operations, outreach, development and reporting for the service.

The role is a full-time, day-time role with flexibility to occasionally work in the evenings or at weekends, according to service needs. A job share of two part-time roles would be considered.

# Main duties and work tasks

* Co-ordinate the night staff rota, ensuring adequate coverage every night of the year, holiday planning and adequate and safe sickness cover
* Manage recruitment of night-time staff in line with BfN policies and as needed to support the effective running of the service
* Effective line management of all night-time staff including:
	+ Inducting, on-boarding and ensuring training needs are met
	+ Providing regular 1:1s
	+ Scheduling and conducting high quality annual appraisals
	+ Ensuring team members have access to supervision, in line with BfN policies
	+ Addressing areas of poor performance where needed
	+ Working with HR to ensure HR policies are followed
	+ Lead team meetings to support effective co-ordination and continuous service improvement
* Oversee quality assurance for calls on during the night including monitoring of night times staff telephone calls and social media contacts on a monthly basis.
* Monitor and take action to ensure the night-time helpline performs in line with Service Level agreement standards and KPIs (key performance indicators), taking action as needed to improve performance
* Contribute to, and where required, co-ordinate timely and accurate data collection and reporting for the night time service
* Collect caller feedback in line with information governance requirements
* Provide regular reports and updates for internal and external use
* Attend meetings as required for planning and marketing around night-time service.
* On an ongoing basis, liaise with other members of BfN staff to ensure smooth running of nighttime service
* With the support of the Programme Manager (NBH), co-ordinate periodic NBH @ Night Steering Group meetings to review performance of the service and support needed to continuously improve

*This is not an exhaustive job description and may be subject to change according to the needs and development of the role. It is expected that the post holder may undertake such other duties as may be reasonably requested.*

Person Specification:

What we are looking for

**The following criteria will be used to help us assess candidates for this role.**

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| **Essential** |
| * Hands on experience managing the performance of a staff team
* Track record in effectively organising rotas and annual leave to deliver a consistent and safe service
* Experience chairing meetings, including effective online meetings
* Experience presenting information and data both in reports and in presentation.
* Experience of applying safeguarding policies and procedures for vulnerable adults and children.
* Experience managing sickness and absence and working within HR policies and procedures
* Track record of running services targeting diverse ethnic and social groups
* Evidence of practical commitment to equalities and inclusion
* Understanding and commitment to BfN’s code of conduct
* Ability to speak and write in fluent English
* Ability to communicate effectively and accurately in a variety of ways (telephone, email, text, public speaking) with people at a variety of levels.
* Ability to interpret numerical and qualitative data
* Proven ability to work on a varied and complex programme of work, and on own initiative
* Ability and set up to work effectively as part of a virtual team
* Ability to work with people from different cultures sensitively
* Ability and resilience to problem solve and efficiently and implement change
* IT skills including Microsoft 365 programs
* Ability to maintain records and write reports
* Commitment to role model reflective practice
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| **Desirable** |
| * Current peer support qualification for BfN or ABM, or other recognised Breastfeeding training provider.
* Experience of co-ordinating a comparable service
* Experience of working with charities, volunteers in a resource constrained environment
* Knowledge of the infant feeding, early years or similar sectors
* Experience of liaising with health professionals and commissioners
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