Job Description: Deputy NBH@Night Manager

About the Breastfeeding Network

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).

Over the last year we have successfully piloted a nighttime service and now operate 24 hours a day. A recent evaluation demonstrates the value of the service to callers:

*“The nights are so overwhelming and the most challenging. Nothing is available usually at that time and to be able to spend well over an hour with calm, professional and compassionate support available I was able to make changes. It’s invaluable to mental health. I was very worried about my mental state before I called.” (Satisfaction survey respondent, NBH@Night, England)*

*“I was very stressed and worried at the time of contacting. It was super helpful to have that support available immediately and not have to wait until the morning. The expert I spoke to validated my feelings, made sure she understood my issues and made sure I felt everything was discussed/resolved before we moved on. This is such a brilliant and helpful service. The 24/7 availability is brilliant” (Satisfaction survey respondent, NBH@Night, England)*

Background of post

Due to the success of the pilot of NBH@Night, we have been recommissioned for a further year. We are excited that further investment has been made and we are able to able to expand the service. This role is key in this expansion, offering additional management capacity for our growing team of Helpline team members.

Working alongside the NBH@Night Manager, the successful candidate will provide line management, coordination and support for our dedicated team of night workers. They will take on responsibilities for some operations, awareness-raising and reporting of the service.

This role will require a combination of weekend work, evening work and some work within office hours. It is 28 hours per week and will be completed over 4-5 days. We are open to discussing how your availability can complement our existing working patterns and service need.

All BfN roles are subject to the working time directive and BfN policies.

*This job is remote and requires stable internet connection.*

# Main duties and work tasks

* Manage the NBH@Night Project with support from the NBH@Night Manager
* Co-ordinate the night staff rota, ensuring adequate coverage every night of the year, holiday planning and adequate and safe sickness cover.
* Lead recruitment of night-time staff in line with BfN policies.
* Effective line management of 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

Where needed, lead team meetings to support effective co-ordination and continuous service improvement

* To provide regular, clear communication with the staff team.
* Facilitate quality assurance for calls during the night including monitoring of night times staff telephone calls and social media contacts on a monthly basis.
* Ensuring the night-time helpline performs in line with Service Level agreement standards and KPIs (key performance indicators), taking action as needed to improve performance
* Co-ordinate timely and accurate data collection and reporting for the nighttime service
* Collect caller feedback in line with information governance requirements
* Contribute to 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
* To support safeguarding processes across the service
* To support budget management of the project as necessary

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 managing sickness and absence and working within HR policies and procedures * Track record of supporting 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. * 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 efficiently and implement change * Excellent IT skills including Microsoft 365 programs * Ability to maintain records and write reports * Commitment to role model reflective practice |

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| **Desirable** |
| * Experience chairing meetings, including effective online meetings * Experience managing or coordinating a remote team * Experience presenting information and data both in reports and in presentation. * Experience of applying safeguarding policies and procedures for vulnerable adults and children. * Knowledge of the infant feeding, early years or similar sectors * Experience of working with charities, volunteers in a resource constrained environment |