JOB DESCRIPTION

JOB TITLE: SCOTTISH BREASTFEEDING PROGRAMME MANAGER
TEAM & DEPARTMENT: PARENT SERVICES DIRECTORATE
LAST UPDATED: FEBRUARY 2019
RESPONSIBLE TO: PROGRAMME DELIVERY MANAGER
RESPONSIBLE FOR: PROJECT COORDINATORS x3; PEER SUPPORT (NEONATAL) GLASGOW
WORKS WITH: BFPS TRAINERS, CONTRACT MANAGERS
HOURS: 21 HOURS PER WEEK
SALARY: FTE £28,000 pa (£16,800 pa pro rata)

MAIN PURPOSE:

This is a key post to help NCT broaden its reach and relevance to parents of all backgrounds and in building up its reputation as a credible provider of services.

Responsible for the effective and efficient operational delivery of a combined breastfeeding service across 4 sites funded by the Scottish Government.

Leading and coordinating the cross-functional team delivering the project.

RESOURCES CONTROLLED

- Contract budget
- Management and coordination of project work streams to deliver project on time according to budget

JUDGEMENT AND DECISION MAKING

- Good judgement will be required, in particular with regards to prioritising workload of self and others and handling safeguarding issues
- Good decision making is required in relation to handling commissioner queries
- Good judgement and decision making is also required in assessing the effectiveness of project delivery and in making recommendations for improvements to commissioners

LIAISON

- Liaising with people at all levels is essential. This includes peer supporters, the commissioner, the peer support trainer, the NCT Partnerships Team and local health professionals. A professional approach must be maintained at all times.

RELATIONSHIPS

Internal

- The Scottish Breastfeeding Programme Manager will be responsible to the Programme Delivery Manager but will also need effective working relationships with representatives from Service Operations, Partnerships, Knowledge, Education and Practice and Volunteering.
- Line management of Project Coordinators and Neonatal Paid Peer Supporter working on the project.

External

- Manage the relationship with the partner NHS Trusts, working closely with them to ensure that the delivery on each site is in line with the project requirements.
- The Scottish Breastfeeding Programme Manager will also work with external stakeholders, including policy makers and professional bodies to raise awareness of NCT breastfeeding and other services and build the brand and profile of the service.
AUTHORITY/SUPERVISION RECEIVED

- Clear objectives and targets will be set, but the post holder will be required to use their initiative and work unsupervised, in order to achieve these objectives
- Line management will be provided by Programme Delivery Manager.

PERSON SPECIFICATION
SKILLS LEVEL, KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Excellent interpersonal and communication skills
- Evidence of excellent interpersonal, influencing and networking skills with both internal and external stakeholders, including funders
- Evidence of ability to establish credibility with healthcare professionals
- Ability to balance competing demands on time and prioritise effectively
- Methodical and organised approach
- Experience of managing multi-site projects effectively and with a good understanding of front-line service delivery
- Experience of developing and launching new services
- Experience of managing staff and volunteers
- Ability to work independently and show initiative
- Experience of undertaking evaluation and writing professional reports
- Experience of project management
- Keen interest in breastfeeding support and a good understanding of the role of peer supporters
- The role is predominantly home based but some travel will be required to visit sites and commissioner meetings

DESIRABLE

- Understanding of the NCT’s strategic aims and services
- Experience of successfully working with diverse cultural groups
- Good understanding of the public health agenda in Scotland
- Experience of presenting at conferences or other public stages

QUALIFICATION

- Educated to minimum of degree level or equivalent

MAIN RESPONSIBILITIES & DUTIES

- Management of the integrated breastfeeding peer support service across 4 sites in Scotland
- Line manage staff employed to deliver the contract – including oversight of local project plans
- Establish strong relationships with internal and external stakeholders including partner NHS Trusts and Boards
- Ensure that recruitment process for staff and volunteers is safe and compliant, including due regard for Safer recruitment processes and PVG checks
- Ensure that all sites have robust safeguarding processes and safeguarding training is undertaken by volunteers and staff
- Promote and publicise all breastfeeding services delivered as part of the contract, including seeking external speaking opportunities such as conferences. These should be planned in conjunction with NCT’s Knowledge team
- Ensure that all sites have effective referral pathways. This may involve presenting to health professionals, such as midwives, health visitors and infant feeding co-ordinators or supporting other staff to do so.
- Set up and maintain project monitoring tools to fulfil internal and external evaluation
requirements

- Ensure data collection is accurate, timely and in line with commissioner requirements.
- Attend commissioner meetings, including project review meetings (often quarterly), to assess progress made and to agree with the commissioner how the project can be proactively improved further. This may include new mediums/venues for peer support placements (such as telephone or social media support). Ensure a copy of the meeting minutes is sent to the Commissioned Services Manager.
- Submit contract evaluation report/s to the commissioner in line with commissioner needs and contractual requirements. The evaluation report should be based on data collected by the peer supporters and should include an objective assessment of the effectiveness of peer support in the setting/s chosen for the project. Ensure a copy of the evaluation report is sent to the Commissioned Services Manager.
- Ensure that project KPIs are met and any underperformance is covered by a remediation plan
- Act as main point of contact for commissioner’s operational queries. Flag these with NCT’s UK Office where relevant, for example, for all media exposure queries, the Press Office must be consulted.
- Deal with contract complaints and queries, whilst ensuring that these are escalated to NCT’s UK Office where relevant and that they are dealt with in-line with NCT complaints procedures and policies and contractual requirements.
- Ensure contract is delivered within agreed budget
- Act as NCT Project Safeguarding Lead
- Ensure that all relevant NHS protocols and policies are distributed, understood and followed.

General duties of a NCT employee

- Contribute to the effective and efficient running of the NCT as appropriate
- Participate, as appropriate, in staff forums and meetings
- Adhere to all NCT’s policies and procedures
- Represent NCT appropriately at all times
- Treat all colleagues, volunteers and members of the public with dignity and work within and adhere to NCT’s equal opportunities statement and polices
- Carry out any reasonable work or requests from your line manager, that is within the broad remit of your role
- To occasionally work additional hours in order to meet the requirements of the role