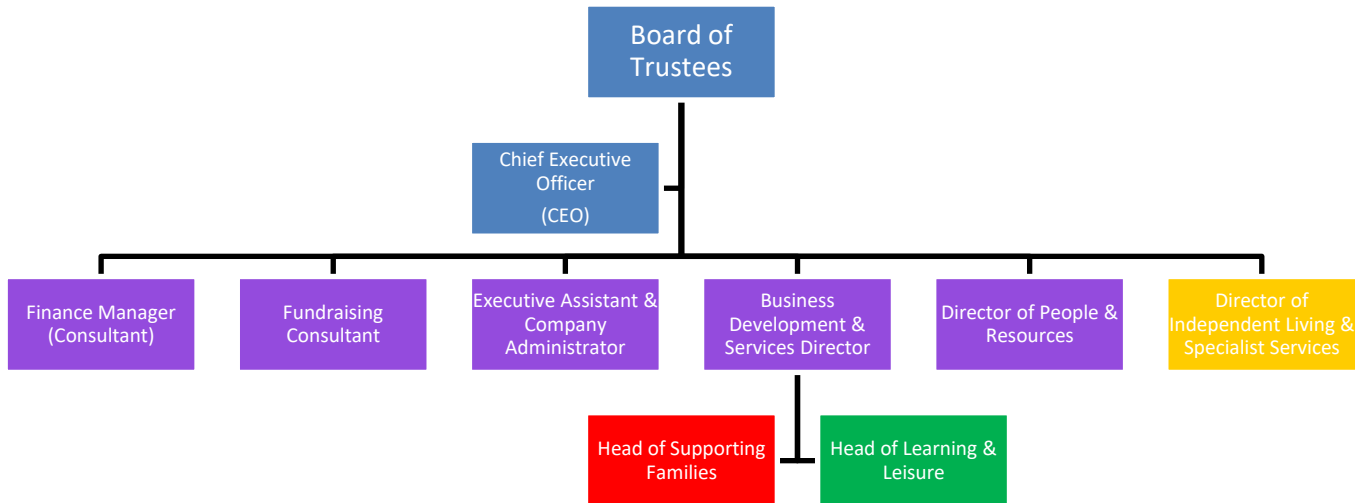
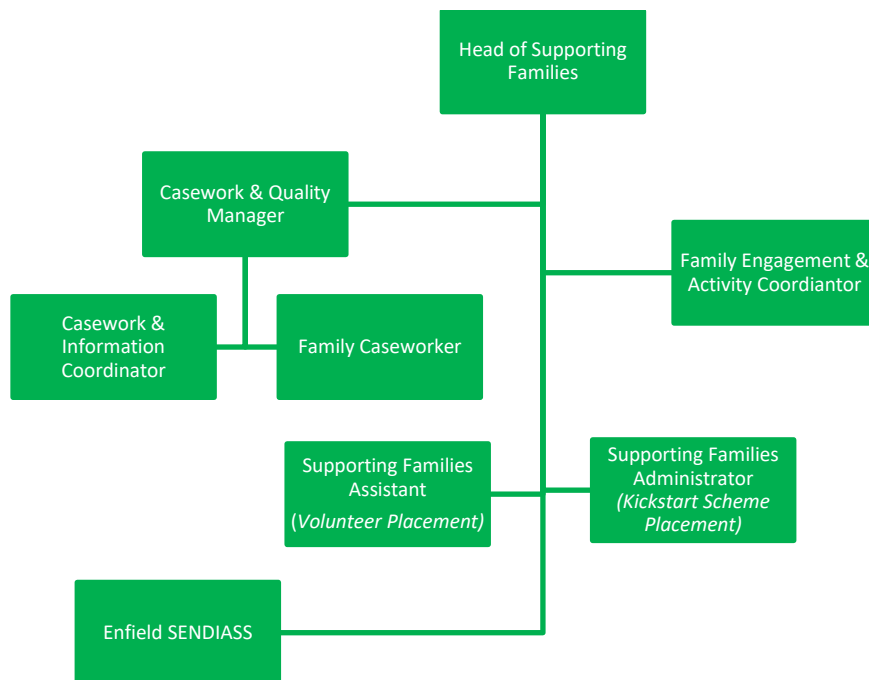


## 1. Structure

### 1.1 CEO & Direct Reports



### 1.2 Supporting Families Service



## 2. About Centre 404

Centre 404 was established in 1951 by a group of family carers who came together to campaign for better support and services for their children and families. We are an award winning charity with circa 250 staff and a financial turnover in excess of £6,000,000.

Centre 404 is based in North London and we currently work across 6 London boroughs. Our services also operate across satellite bases, residences and offsite activities. The management of these services are predominantly managed from our community centre and offices based on Camden Road, from which we deliver many groups and activities and community events.

Centre 404 has three main areas of service delivery: Supported Housing and Independent Living, Supporting Families and Family Carers, and Learning and Leisure. These services deliver practical and emotional support to children and adults with learning disabilities and/or Autism, as well as their families, in line with Centre 404 values. Central make up the fourth service, providing compliance, comprehensive support and company administration to enable direct service delivery.

Centre 404 has a friendly, hardworking and collaborative culture. Our values are deeply embedded in the way that we work and will continue to underpin the future strategic direction of the charity.

## 3. About the role

This role heads up our team that work with family carers of children and adults who have a learning disability and offer advice, training support and events throughout the year.

This is a fantastic opportunity to lead and develop the work carried out by the Supporting Families service, identify areas for growth, and contribute to the development of Centre 404's provisions and strategic vision as a whole.

The role will involve balancing multiple priorities, including strategic planning as well as some hands-on work alongside the rest of the team, ensuring a user-led approach is maintained at all times and involving carers in decision-making structures. The post-holder will also identify areas for development, identifying any gaps in existing provisions and expanding services accordingly through tendering and fundraising. This role will also be responsible for the setting up and managing the SEND IASS service in Enfield and then recruiting for the management of this service.

In addition to the above, the Head of Service will oversee the relevant quality standards, ensuring these are adhered to and that they comply with funder and organisational requirements. They will also lead and motivate a small team of dedicated staff, providing regular support and supervision, and clear objectives and direction for the service.

Ideal candidates will have experience of delivering robust work programmes, setting measurable targets for staff, with an ability to form effective professional relationships with a range of stakeholders, both internal and external. Strong organisational skills, a proactive approach to problem solving and the ability to think strategically are also essential.

#### 4. About the team

This role will benefit from being part of a well-established and supportive team, both with regards to the Supporting Families function and the wider Senior Management Team.

The role is responsible for leading and motivating a small team consisting of Casework and Quality Manager, Family Engagement and Activity Co-ordinator, Enfield SENDIASS Manager and various students/volunteers.

There is also a strong collaborative culture among the Senior Management Team, which consists of Directors and Heads of Service. The SMT meets regularly, both through scheduled meetings and on an ad hoc basis, and works together closely in order to drive change and contribute to the ongoing development of all services. They are invested in the growth and sustainability of the organisation as a whole and to this end, offer each other support and guidance in their respective areas of expertise to ensure the success of each service.