



Job Description and Person Specification

Role: Short Breaks Manager – The Hamlet Centre Trust

Purpose of the Role

To support the Children's Service Centre Manager on a daily basis to lead and develop services for children and young people with disabilities and complex health needs at the Children's Centre in the centre of Norwich, deputising as necessary and to manage the Short Breaks for disabled children operating from and in the centre ensuring all 5-17 year olds services operate efficiently.

Responsible to: Children's Service Senior Manager and ultimately the Chief Executive Officer (CEO).

Management Direct Reports: Short Breaks Support Worker, Health Care Practitioners, Specialist Play Lead, Volunteers, Playscheme assistant, Volunteers and Students on placement.

Location: This role is primarily based at Johnson Place. The Hamlet is committed to supporting flexible working, where possible.

Working Hours: This role is based on a 36-hour working week, typically worked from Tuesday to Saturday. Flexibility and a willingness to work outside standard hours are essential to attend meetings, events, and operational needs including covering the Early Years Manager role when required.

Key Responsibilities

Teamwork and Partnership Working

- Support the Children's Service Senior Manager in the day to day running of the Children's Service.
- Deputise for the Children's Service Senior Manager, attending meetings, taking staff meetings, and overseeing the building as required.
- Deputise for the Children's Service Senior Manager in periods of absence, planned or unplanned. To ensure that the highest standards of care are always adhered to.
- To lead the team of short break staff – (Specialist Play Leader, Health Care Practitioners, Support Workers and Volunteers) from recruitment onwards including induction and supervision and appraisal and information for payroll as required.
- To ensure that legal and statutory requirements and care standards are met.
- Allocate Short Break sessions to children and young people and liaise with Norfolk County Council other funders as required by contracts.
- Overseeing the booking, admissions, completing a programme of activities, analysis and evaluation of services.
- Ensure that records of individual children and young people are maintained, and information shared with appropriate staff / parents / other professionals as required.
- Complete Invoices and data for the Short Breaks Team at Norfolk County Council

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Staff Management and Leadership

- Lead Support and encourage the staff and volunteers by being a positive role model.
- Hold at least weekly meetings with management team to discuss service needs and issues arising.
- Liaise with the Children's Service Senior Manager and Training Co-ordinator regarding the training needs identified
- Attend training as required by the Hamlet Charity and identified through the appraisal / supervision systems.
- Be responsible for a staff rota that ensures each short break session is staffed by an appropriate number of suitably experienced and trained staff.
- Promote effective working relationships between all staff and volunteers and ensure that regular briefing and debriefing meetings are held.
- Ensure Staff and Volunteers are fully aware of the support and developmental needs, medical and dietary requirements of children and young people in their care.
- Ensure that Staff responsible for any care or medical procedures have been trained and passed as competent to carry out such procedures as are required.
- Monitor staff hours and sickness, recording and discuss an action plan with the Centre Manager.
- Support Placements of students and apprentices when applicable, attending meetings as required.

Administration and Operations

- Be responsible for the creation of a stimulating, exciting and safe environment for 5 – 17 year old services that represents good practice in playwork
- Support the planning of sessions to meet the individual needs of the children and young people as far as possible with parents and the children and young people themselves.
- Be responsible for effective communication with the parents/carers and the children and young people and the centre.
- Ensure that the resources support the needs of the children and young people.
- Contribute to and ensure that Core Assessments are complete to build strong support and care plans for the children and young people attending The Hamlet.
- Carry out any other reasonable tasks required to support the organisation's needs.
- Assign key person responsibilities and schedule new intake planning.
- Manage weekly staff updates, ensuring all team members receive key information.
- Ensure policy and procedures updates are shared with all team members.
- Report in writing to the Board of Trustees all significant developments and or events you are responsible for.

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Children and Young People Safeguarding

- To be responsible for and to support staff to protect children and young people from harm.
- Be a Lead Safeguarding Practitioner in the setting and undertake appropriate training to do so.
- Reporting any concerns about a child's safety or welfare according to the Hamlet Centre Safeguarding Children and Young People policy.
- Be aware of any changes in the needs of the individual children and young people and disseminate to your team as appropriate.
- Be able to manage and de-escalate situations involving challenging behaviours of young people and children with profound and complex learning disabilities.
- Ensure that you fully understand the medical and dietary needs of children and young people attending the setting and gain support from Community Health as required.

The Building and Environment:

- Responsibility for the ensuring that the centre is kept safe and secure by carrying out risk assessment and ensuring the building is secure. Locking and unlocking, including the setting / deactivation of alarms as required.
- Support the staff to always maintain equipment and toys, to report and remove any damaged or faulty equipment.
- Ensure that the team complies with Health and Safety including fire safety and have practice in this.
- Ensure that all Hamlet Centre policies are adhered to and made available to staff.
- Support the staff to maintain equipment and resources at all times and remove any damaged or faulty equipment.

Health and Safety

- Ensure a safe and hygienic environment, conducting risk assessments, monitoring equipment safety, and maintaining high health and safety standards.
- Ensure records (such as attendance registers, accident/incident reports) are properly maintained.
- Ensure the team complies with Health and Safety including evacuations and lockdowns and have practice in this.
- Work closely with the Children Service Centre Administrator / Health and Safety Officer.

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The Hamlet Centre Trust is a charity and a company limited by guarantee, registered in England and Wales.
Company No: 2518973 Charity No: 1000653 Registered Office: The Hamlet Charity, Johnson Place, Norwich, NR2 1SJ



Person Specification

Education and Qualifications

Essential:

- Minimum Level 3 Ofsted Full and Relevant Early Years qualification.
- GCSE Math's and English at Grade 4 or above

Desirable:

- Level 4 or above Ofsted Full and Relevant Early Years qualification.

Knowledge and Experience

Essential:

- Management experience in a similar role.
- Be able to demonstrate the skills necessary to motivate, encourage, organize, lead, and supervise the staff team in a professional manner in a busy working environment with children and young people, each with unique care and learning needs.
- Experience of working with children and young people/young people with disabilities, including autism and complex health needs and challenging behaviours.
- An understanding of the experience of disabled, young people and their families can face on a daily basis and an appreciation of the barriers to inclusion that disabled people and their families experience.
- Experience of creating exciting and stimulating activities for children and young people with disabilities that will meet their individual needs.
- Strong leadership, organisational and communication skills.
- A detailed knowledge and awareness of Child Protection.

Desirable:

- Experience leading inclusive practice and supporting children with diverse learning needs.
- Experience working with children who present with a broad spectrum of physical, developmental, and medical needs, including chronic illnesses, disabilities, and complex care requirements.
- Experience working with external agencies such as LAD, Ofsted and local authorities.
- Ability to work independently and proactively, taking ownership of key responsibilities.

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Skills and Attributes

Essential:

- Creative, flexible and forward thinking and able to inspire enthusiasm, passion and a sense of fun.
- Willingness and ability to pursue advanced training that supports organisational needs, for self and for others within the setting.
- Be able to cope in a busy, challenging and sometimes noisy environment which can be unpredictable
- Be able to cope with the emotional demands of working with children who have very complex conditions, some of which maybe life limiting.
- Be able to work on the floor with children, act quickly and run if necessary in order to keep children safe.
- Be able to lift and manage equipment such as hoists, wheelchairs some of which maybe heavy.
- Effective working relationships.
- Excellent planning and report writing skills.
- Inspirational leadership and team building skills.
- Excellent communication and interpersonal skills.
- Good IT skills – ability to use excel, word and databases.
- A positive and professional approach.

Desirable:

- Promote a transparent, fair, and inclusive culture while effectively managing and resolving conflict.
- Apply effective strategies to develop, empower, and sustain individuals within the setting.
- Collaborate and network with others within and beyond the setting.
- Able to challenge, influence, and motivate others to attain high goals.
- Ability to provide effective feedback and act to improve personal performance.

Personal Attributes

- Commitment to The Hamlet's mission, values, and inclusive ethos.
- A positive and professional approach to work.
- Integrity, resilience, proactive and able to work under pressure.
- Collaborative empathetic and people-focused leadership style.
- Self-motivated, enthusiastic and creative attitude.
- Ability to work independently, as well as with a team.

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