

JOB DESCRIPTION

Service Co-Ordinator

Reporting To	Service Manager
Line Management	Play & Youth Leaders and Scheme Staff
Work Location	Guildford (GU1 1TU) or Farnham (GU9 9QF) with flexible options.

About Us

Challengers is a charity dedicated to transforming the lives of disabled children, young people and their families through the power of play. We provide safe and inclusive spaces across the South-east where disabled children aged 4-18 can come together to have fun, make friends and learn valuable life skills, while giving their families essential respite from care responsibilities.

Our Vision

A World where all children and young people can play together, freely

Our Mission

To Transform the lives of disabled children, young people, and their families through the power of play.

Our Approach

- Truly Inclusive
- Serious about Play
- Person-Centred
- Trustworthy
- Ambitious Together
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Your Role

The Service Coordinator plays a key role in delivering outstanding short break services for disabled children and young people. This is a hands-on management role where no two days are the same. You'll combine operational leadership, people management and administration with working directly within our services, supporting children, young people and staff to create safe, inclusive and engaging play opportunities. You'll lead by example, build strong relationships with families, schools and colleagues, and ensure services are delivered to the highest standards while championing the values of Challengers and the Social Model of Disability.

Duties and Responsibilities

Service Delivery

- Coordinate the day-to-day delivery of safe, inclusive and high- quality short break services, ensuring children and young people receive outstanding play opportunities.
- Plan and oversee engaging play, leisure and youth programmes, activities and events that meet the needs of children and young people and are delivered within agreed budgets.
- Ensure services consistently operate in line with Challengers' quality standards, organisational policies and statutory requirements.
- Work alongside Leaders and staff to provide coaching, guidance and operational support, promoting excellent play practice across all services.
- Build positive relationships with children, families, schools and partner organisations to support positive outcomes.

Leadership and Staff Development

- Line manage, coach and support Play & Youth Leaders and wider staff teams to deliver high-quality services.
- Lead supervision, appraisals, performance management and professional development to build capability and promote continuous improvement.
- Support the recruitment, induction and retention of high-quality staff.
- Build a positive, high-performing team culture that promotes collaboration, accountability and staff wellbeing.
- Act as a role model for the values and behaviours of Challengers.

Children and Safeguarding

- Champion inclusive, person-centred play opportunities that promote children's wellbeing, dignity and independence.
- Ensure children's records, support plans and medical information are accurate, up to date and appropriately maintained.
- Oversee the safe administration of medication and ensure appropriate care and support is provided throughout service delivery.
- Take responsibility for safeguarding, ensuring concerns are identified, managed and reported in line with organisational policies and local safeguarding procedures.

Health, Safety and Environment

- Take operational responsibility for ensuring services are delivered safely and in line with health & safety legislation and Challengers policies.
- Coordinate and oversee health and safety arrangements across service locations, working with those responsible for site management to ensure safe, secure and compliant environments.

- Identify, escalate and monitor health and safety risks, ensuring appropriate actions are taken to maintain safe, secure and welcoming environments.
- Support Leaders and staff to embed a positive health and safety culture across all services.

Operational Management

- Coordinate staffing, rotas and resources to ensure services are safely and effectively staffed.
- Monitor attendance, sickness, holidays and workforce requirements, supporting Leaders to respond to operational needs.
- Ensure service administration, operational records and compliance requirements are completed accurately and within required timescales.
- Participate in the organisational On Call rota as required.

Finance and Resources

- Monitor expenditure and manage resources effectively within agreed budgets and delegated authority.
- Support accurate payroll, attendance, purchasing and resource management processes in line with organisational procedures..

Partnership Working

- Build and maintain positive relationships with children, families, schools, commissioners and external professionals to support positive outcomes for children and young people.
- Work collaboratively with colleagues across Challengers to ensure services are aligned, information is shared effectively, and organisational priorities and strategy are embedded within service delivery.
- Act as an ambassador for Challengers, representing the charity professionally and positively in all interactions, and promoting its vision, values and reputation within the community.

General Responsibilities

- Promote the vision, mission and values of Challengers.
- Demonstrate commitment to equality, diversity, inclusion and the Social Model of Disability.
- Attend mandatory training and ongoing professional development.
- Undertake additional duties appropriate to the role as reasonably required.

This job description outlines the key responsibilities of the role and is not intended to be an exhaustive list. The post holder may be required to undertake other duties that are reasonable and appropriate to the role, to support the changing needs of the organisation.

PERSON SPECIFICATION

For this role, you will have:

Knowledge

- Safeguarding legislation, policies and procedures relating to children and young people.
- Health and safety legislation and safe working practices.
- Inclusive play, youth work and the needs of disabled children and young people.
- The Social Model of Disability, equality, diversity and inclusion.
- Effective staff development, supervision and performance management
- GDPR, confidentiality and information governance requirements.

Experience

- Working with disabled children and young people.
- Delivering high-quality play, youth work or children's services.
- Supervising, leading and developing staff or volunteers.
- Planning and coordinating services, activities or programmes.
- Building positive relationships with families, schools and external professionals.
- Managing administration, records, resources and budget

Skills and Abilities

- Leadership, coaching and team development.
- Excellent communication and relationship-building skills.
- Strong organisational skills with the ability to prioritise competing demands.
- Ability to make sound decisions, solve problems and exercise good judgement in a fast-paced operational environment.
- Ability to maintain quality standards, compliance and accurate records.
- Competent IT skills, including Microsoft Office and electronic record-keeping systems.
- Flexible, adaptable and able to work collaboratively across services.
- Commitment to continuous professional development and role modelling the values of Challengers.

Qualification & Other requirements

Essential

- Full UK driving licence and the ability to travel regularly between Challengers services and external locations.
- Ability to work flexibly, including evenings, weekends and school holidays where required.

Desirable

- Ability to drive a Challengers minibus (training provided).